

Feedback

Your feedback on how I handled your case and the outcome is always appreciated. Please feel free to make any comments – good or bad.

Please rate each of the following questions on a scale of 1 to 5 where:

1 = Poor; 2 = Unsatisfactory; 3 = Satisfactory; 4 = Very good; 5 = Excellent

1. How would you rate the content of the website?	5
2. How easy was the initial questionnaire to understand?	5
3. How would you rate the guidance I gave you when filling in any other form?	5+
4. How would you rate the updates I gave you on the progress of your case?	5+
5. How would you rate my use of plain English and explaining everything in an easy to understand manner?	5++
6. How did I rate against my aim of dealing with you promptly, efficiently and more as a friend than a client?	5++
7. How would you rate my efforts to achieve maximum compensation for you?	5+
8. How would you rate my service for value-for-money?	5+
9. If asked, how would you describe me to your family/friends?	5+
10. Please give me an overall rating 1-5?	5+
Please let me know if you have any suggestions for how I can improve the service: I DO NOT THINK YOU CAN IMPROVE ON THE BEST!	
Any final comments you would like to make: WE DID NOT SPEAK MUCH ON THE PHONE BUT I THOUGHT OF YOU MORE AS A MATE! THAN BEING ONE OF YOUR CLIENTS MANY THANKS FOR THAT AND I ALWAYS FELT AT EASE. R.H.	

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3. How would you rate the guidance I gave you when filling in any other form?	5
4. How would you rate the updates I gave you on the progress of your case?	5
5. How would you rate my use of plain English and explaining everything in an easy to understand manner?	4
6. How did I rate against my aim of dealing with you promptly, efficiently and more as a friend than a client?	5
7. How would you rate my efforts to achieve maximum compensation for you?	5
8. How would you rate my service for value-for-money?	5
9. If asked, how would you describe me to your family/friends?	5
10. Please give me an overall rating 1-5?	5
Please let me know if you have any suggestions for how I can improve the service: IN MY OPINION THE WEBSITE IS GOOD BUT A LITTLE CLUTTERED (BUSY!)	
Any final comments you would like to make: WE HAVE BEEN MORE THAN IMPRESSED WITH EVERY ASPECT OF OUR CLAIM AND WOULD HAVE NO HESITATION IN RECOMMENDING YOUR SERVICES TO OUR FRIENDS, FAMILY + COLLEAGUES	

ALAN + KATE GRAVE .

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7. How would you rate my efforts to achieve maximum compensation for you?	5
8. How would you rate my service for value-for-money?	5
9. If asked, how would you describe me to your family/friends?	5
10. Please give me an overall rating 1-5?	5
Please let me know if you have any suggestions for how I can improve the service:	
Any final comments you would like to make: Thanks Greg, as above service provided was hassle free, friendly, efficient and value for money. I have recommended you to a friend.	

Colin Jeffrey
8/3/2013

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10. Please give me an overall rating 1-5?	5

Please let me know if you have any suggestions for how I can improve the service:

Just noticed the address given on the ~~web~~ website differs from the one on your letterhead. Is this correct?

Any final comments you would like to make:

Chose you because I preferred to deal with an individual, and feel my choice was entirely justified.

Blair

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3. How would you rate the guidance I gave you when filling in any other form?	3
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7. How would you rate my efforts to achieve maximum compensation for you?	4
8. How would you rate my service for value-for-money?	4
9. If asked, how would you describe me to your family/friends?	4
10. Please give me an overall rating 1-5?	4
Please let me know if you have any suggestions for how I can improve the service: <i>Maybe a little more communication on updates and progress, otherwise very good.</i>	
Any final comments you would like to make:	