

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; N/A = not applicable

1. How would you rate the content of the website (if you found me through it)?	N/A
2. How easy was the initial questionnaire to understand (if you completed one)?	Can't remember!
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 did I perform against my aim to always be available to chat when convenient for you?	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:	
<p>It was lovely doing business with you Greg and I hope our paths cross again (in person!) one day. Clare.</p>	


Please Note: This feedback will be treated in the strictest confidence. I use the information to help me identify strengths and weaknesses. I would like you to be open and honest - I won't hold it against you I promise!

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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?	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:	
Any final comments you would like to make: Excellent service, very satisfied indeed. Thankyou. 	

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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: None - Excellent service	
Any final comments you would like to make: Very pleased with the service provided.	

Mr [REDACTED]

[REDACTED]

[REDACTED]

WILTSHIRE

[REDACTED]

11th July 2014

Dear Greg,

Re: payment protection case

Please find enclosed a cheque for £ [REDACTED]
and sorry for the delay in sending this
back to you.

We would like to thank you for all your
hard work in dealing with this and many
thanks for your very efficient service.

Yours sincerely

Andrew Jeffrey

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
28/5/14

Hi Greg,

Sorry for the delay
please find enclosed a
cheque for £78.26 which is
to bring us right up to date
with your hard earned fees

you have done brilliantly
& I don't thank you enough
for all what you have done.

Enjoy the summer &
we'll see what happens
next season, should be
interesting.

Kind regards

