

## Client Satisfaction Survey

On behalf of the Partners, Associates and Support Staff at Scammell & Co. we would like to take this opportunity to thank you for your business.

Scammell & Co. prides itself on providing legal services of the highest quality. To maintain this standard of excellence we would value your opinions on the service you received from us. Please take a moment to complete our Client Satisfaction Survey. Your feedback will help us identify our service strengths, as well as any areas which may need improvement.

### 1. Area of Law (please select):

- |  |   |
|--|---|
| <input type="checkbox"/> Wills and Estate Planning   | <input type="checkbox"/> Liquor Licensing           |
| <input type="checkbox"/> Powers of Attorney  | <input type="checkbox"/> Civil Litigation           |
| <input type="checkbox"/> Advance Care Directives   | <input type="checkbox"/> Criminal Law               |
| <input type="checkbox"/> Contested Wills and Estates   | <input type="checkbox"/> Police and Traffic matters |
| <input type="checkbox"/> Motor Vehicle Accident Claims   | <input type="checkbox"/> Property Conveyancing      |
| <input type="checkbox"/> Public Liability, Negligence and Injury Claims                                      | <input type="checkbox"/> Compulsory Acquisitions    |
| <input type="checkbox"/> Family Law (including Separation, Divorce, De Facto and Children/Parenting matters) | <input type="checkbox"/> Property Law               |
| <input type="checkbox"/> Child Protection (Families SA) matters  | <input type="checkbox"/> Migration Law              |
| <input type="checkbox"/> Commercial and Company Law  | <input type="checkbox"/> Notary Public              |
| <input type="checkbox"/> Commercial Litigation   | <input type="checkbox"/> Other .....                |

### 2. Which office (if any) did you attend (please select):

- |  |                                  |
|--|----------------------------------|
| <input type="checkbox"/> Port Adelaide | <input type="checkbox"/> Gawler  |
| <input type="checkbox"/> Adelaide      | <input type="checkbox"/> Tanunda |
| <input type="checkbox"/> Walkerville   | <input type="checkbox"/> Renmark |

3. Who at Scammell & Co. handled your matter? .....

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4. Were you made to feel welcome in our office? ☐ Yes ☐ No

Comments: .....

5. Were your telephone calls/emails responded to promptly? ☐ Yes ☐ No

Comments: .....

6. Were the staff you dealt with readily available to you? ☐ Yes ☐ No

Comments: .....

7. Did your legal matter receive prompt attention? ☐ Yes ☐ No

Comments: .....

8. What aspects of our services met or exceeded your expectations (if any)?

Comments: .....

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9. What aspects of our service did not meet your expectations (if any)?

Comments: .....

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10. Do you have any suggestions which may assist us in improving the client experience?

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11. Do you have any other comments in relation to your dealings with Scammell & Co.?

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12. Would you recommend Scammell & Co. to your friends, family or colleagues? ☐ Yes ☐ No

13. Do we have your permission to publish any of your comments on our website and/or social media profiles? (NB. Only positive comments are published, and only first names are used.) ☐ Yes ☐ No

Name: ..... Date: .....

Phone: ..... Email: .....

Matter No. (if known): .....

*Thank you for your feedback!*

Completed surveys can be returned by:

**Post:** Scammell & Co. PO Box 3066 Port Adelaide SA 5015

**Fax:** (08) 8341 1566

**Email:** ndavy@scammell.com.au