



Dear Client,

McVey & Murrricane Solicitors and Notaries Client Questionnaire

As we have now completed the legal matter you entrusted us to undertake, we would appreciate your comments regarding the standard of customer service you received at McVey and Murrricane Solicitors & Notaries. We would therefore be grateful if you could take the time to complete the client satisfaction survey below and return it in the pre-paid envelope provided.

We would like to take this opportunity to thank you for choosing McVey and Murrricane Solicitors & Notaries and we hope that should the need arise, you would approach us to act on your behalf again. In addition, we hope that you would feel comfortable recommending our legal services to your family and friends.

1. What was your main reason for consulting a solicitor/advisor at McVey & Murrricane?

Conveyancing matter Wills & Executry matter Remortgage matter

2. Which member of our staff primarily dealt with you?

Please rate the following:

	Excellent	Good	Average	Fair	Poor
3. The quality of advice you received.					
4. The frequency of progress reports.					
5. Our use of plain English in letters / emails / meetings.					
6. Our speed in returning telephone calls.					
7. Service from any other members of staff with whom you had contact.					
8. The level of fees you were charged.					
9. Our overall standards of customer care.					

10. Where did you first hear about McVey & Murrricane?

11. Any additional comments.....

Thank you for taking the time to complete this questionnaire. All information provided will be used to enhance the service we offer to our clients.

**On completion of the questionnaire, mail it to
McVey & Murrricane, 13th Bath Street, Glasgow, G2 1BW**