

Information or instructions: Client satisfaction and acknowledgment

PREVIEW

1. Use this form to obtain feedback from the client as to the nature and satisfaction of the services received from your law firm.
2. Ideally, the client should complete the questionnaire and sign the disclosure statement before the close of the matter or final hearing, if any.

Form: client satisfaction and acknowledgment

[Date]

ATTORNEY-CLIENT COMMUNICATION: THIS DOCUMENT AND ITS CONTENTS CONSTITUTE LEGALLY PRIVILEGED INFORMATION
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[Client's name]
[Client's address]

Dear [Client's salutation]:

This letter is designed to make sure you are satisfied with the legal services that we have provided to you concerning your litigation matter.

Please complete the form that is attached to this letter and return it to our office.

If you have any questions concerning any other legal matter, please call me at [Attorney's phone number].

THIS DOCUMENT

Very truly yours,

[Attorney's name]

CLIENT SATISFACTION QUESTIONNAIRE AND ACKNOWLEDGMENT FORM

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THANK YOU

Date _____

Client's name

Attorney's name that handled your legal matter

Why did you not use this law firm to handle your litigation matter?

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How were you referred to this office(prior client, yellow pages, newspaper etc.:

PREVIEW

Were you adequately informed about the litigation rules, procedure and process including tax considerations?

Yes___ or No___ Please explain your answer

Were all of your questions answered?

Are you happy with our service?

How would you rate our service? High ___ Medium ___ or Low ____. Please explain your answer.

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Were the documents prepared as quickly as you expected? Yes ___ or No ____. Please explain your answer.

Would you recommend our services to others? Yes ___ or No ____. Please explain your answer.

What could we do to improve our services?

What other legal services could we provide to you?

THANK YOU FOR ALLOWING US TO SERVE YOU.

THIS DOCUMENT

Individual Acknowledgment

I have received and read this disclosure statement. I have received all documents, files and other property which is owned by myself or the ward from the law firm that has handled this matter.

I also acknowledge that no further attorney-client relationship exists between me and the attorney who wrote this letter and that no further or continuing duties are owed to me by the attorney.

Signed on _____.

THANK YOU

[Client's Name]

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