

The Law Firm of Thurman W. Arnold, III, CFLS

CLIENT EXPERIENCE EVALUATION FORM

Dear Client:

If you will, we ask you to fill out any portion of this form that you think would help us to better serve our family law clients. Your feedback is critical to our self-evaluation and improvement! You need not identify yourself if you wish not to.

1. Referral Information

I was referred to you by: _____

[Yes/No] This person was a (Family Member) ___ (Friend) ___ (Former Client) ___ (Lawyer) ___ (Mental Health Professional) ___ (His Website) ___ (Co-Worker) ___ (Other/Please Describe)

Where applicable please use the following rating scale for each category. Under the "Comments" sections please discuss any areas of strength and those areas needing improvement.

5 – Excellent

3 – Satisfactory

1 – Unsatisfactory

4 – Highly Competent

2 – Needs Improvement

0 – Not applicable or Really

2. My Initial Call Was Returned Promptly: _____

3. I Was Able to Make an Appointment and Interview Mr. Arnold Promptly: _____

4. Mr. Arnold Returned My Calls Promptly: _____

5. Mr. Arnold's Staff Returned My Calls Promptly: _____

6. Mr. Arnold's Staff Was:

___ Professional ___ Empathetic and Caring ___ Attentive to My Needs ___ Polite ___
Courteous ___ Informed About My Case ___ Prompt in Responding to Me ___

7. Mr. Arnold Was:

___ Professional ___ Empathetic and Caring ___ Attentive to My Needs ___ Polite ___ Informed
About My Case ___ Hard-working ___ Sincere ___ Informed About the Law ___ Respectful ___

On a Scale From One to Ten:

8. Mr. Arnold Understands Family Law: _____

9. Mr. Arnold Explained the Law and His Thinking: _____

10. Mr. Arnold Argued My Case Well In Court: ____
11. Mr. Arnold Was On Time for Court Appearances: ____
12. Mr. Arnold's Work Product Was Well Written: ____
13. Mr. Arnold's Office Environment Was Supportive: ____
14. Mr. Arnold's Fees Were Reasonable: ____
15. Mr. Arnold's Websites Helped Me: ____
16. My Experience With the Arnold Law Office Was: ____
17. I'd Refer the Arnold Law Office to a Family Member/Friend/Co-Worker: ____
18. My Overall Experience With the Arnold Law Office Was: ____

Comments And Suggestions to Any of the Above (Please write on back as necessary):

A. Do you have ideas or suggestions for our improvement, or comments about any of our strengths and weaknesses?

B. Will you provide us with a testimonial for advertising purposes on the Arnold websites, and if so what might it say? (Please indicate whether we may use your full name, first name and last initial, or if you prefer "anonymous")

C. Is there anything else we should know/"I wish that Mr. Arnold and/or his Staff had"?

AND, THANK YOU!