

FAO: Ayoub Khan (Director)

Ref: 140123

CLIENT SATISFACTION QUESTIONNAIRE

1. How was your claim dealt with?

- Excellent
- Very Good
- Good
- Moderate
- Poor

2. Were you updated regularly?

- Excellent
- Very Good
- Good
- Moderate
- Poor

3. How would you rate our response to your telephone calls?

- Excellent
- Very Good
- Good
- Moderate
- Poor

4. Were you satisfied with the outcome of your case?

Yes No

5. Would you recommend our service?

Yes No

6. How could we improve our service?

The only thing you could improve on is updating clients when you tell them, otherwise everything is just perfect!

7. Thank you very much for your help!

Regards,
Khalid Balg


7. Please state any other comments you may have in relation to the file handler/ Aston Knight Solicitors

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8. Please provide any other information that you feel is relevant?

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Signed:


Mr Adam 

Dated:

9th December 2013