

FAO: Ayoub Khan (Director)

Ref: 140520

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17 JUN 2015 Alk

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?

On very few occasions phone calls were not returned immediately (same day) or if the case handler was unavailable there was a slight delay in communication. (This comment is just because I am choosing to fill the space) so perhaps quicker response to communication.



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

Referring back to point 6, when it was deemed essential that things moved forward, in the required time frame, Aston knights were very good at following up.

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

Most of the staff were pleasant and professional. Towards the end in particular I felt very confident that AK would do their ~~best~~ utmost best to achieve a most favourable outcome, which they did. It wasn't always clear what the advice meant but became evident towards the end.

Signed:

  
Miss Nzinga 

Dated:

29th April 2015

Many thanks for a great outcome!!