

KENWORTHY'S CHAMBERS - FEEDBACK FORM

Please let us know what you think of us by writing to us, or simply completing and returning this form

	Your Name								
	Address								
	Solicitor								
	Barrister [If known]	YES / NO YES / NO YES / NO YES / NO Cause a delay? YES / NO ING WITH YOUR CASE: edgeable about the details of your case? YES / NO red when arriving at meetings or court? YES / NO							
	Date of Work								
DID TH	E CLERK INFORM	YOU OF:	YES / NO YES / NO ur case? YES / NO r court? YES / NO YES / NO SENT WERE YOU INFORMED OF THE OUTCOME YES / NO						
	Expected Timeso	cale?	YES / NO						
	Fees for work?		YES / NO						
	Any factor likely	to cause a delay?	YES / NO						
WAS TI	IE BARRISTER DE	ALING WITH YOUR CASE:							
			VES / NO						
	•								
	Reasonably prep	pared when arriving at meetings or court?	ES / NO OU INFORMED OF THE OUTCOME ES / NO						
	Approachable?		YES / NO						
WHERE	A REPRESENTATI	VE OF YOUR FIRM WAS NOT PRESENT WERE	YOU INFORMED OF THE OUTCOME						
OFTHE	Solicitor Barrister If known] Date of Work CLERK INFORM YOU OF: Expected Timescale? YES / NO Fees for work? YES / NO Any factor likely to cause a delay? YES / NO E BARRISTER DEALING WITH YOUR CASE: Sufficiently knowledgeable about the details of your case? YES / NO Reasonably prepared when arriving at meetings or court? YES / NO Approachable? YES / NO A REPRESENTATIVE OF YOUR FIRM WAS NOT PRESENT WERE YOU INFORMED OF THE OUTCOME TASE? Orally YES / NO								
	Orally		YES / NO						
	In Writing		YES / NO						

	HE SI	ERVICE YOU WERE GI	IVEN COULD HA	VE BEEN IMPRO	OVED:	? 		
	•••••							
OVERALL SERVICE								
How would yo	ou ra	ate the overall service	provided by Ke	nworthy's Chan	bers	?		
Please circle t	he a	ppropriate score:						
1.	=	Very Good						
2.	=	Good						
3.	=	Fair						
4.	=	Not Satisfactory						
Please make an	у со	mments, particularly	if you have put	a circle around i	numb	er 3 or 4		
	•••••				•••••			
	•••••							
	•••••							
IN THE FUTURE								
Would you us	e a k	Kenworthy's barrister	again?	Yes []	No []	
Would you us	e th	is barrister again?		Yes []	No []	

Client responses to these questionnaires are analysed by the Chambers Management Committee and Practice Manager. Regular meetings are held with the Clerks in order to;

- Discuss forthcoming work
- Identify potential problems and decide how to pre-empt where possible
- Report on client feedback, positive or negative
- Incorporate the results into the marketing plan

Everyone associated with Chambers has a responsibility for ensuring that significant client feedback is effectively communicated to either the Practice Manager.

Please return completed forms to;

Practice Manager

Kenworthy's Chambers

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Salford

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