1. Were you treated by the attorneys and staff in a courteous and professional manner?

🞏 Yes 🞏 No

Comments:

1. Were you informed of all important matters relating to your case?

🞏 Yes 🞏 No

Comments:

1. Did you feel we should have spent more, less, or the same time on your case, considering what was charged?

🞏 More 🞏 Less 🞏 Same Amount of Time

Comments:

1. Did you feel adequately prepared for any difficult stages of your case?

🞏 Yes 🞏 No

Comments:

1. What could we have done to prepare you better?

Comments:

1. Did we meet or exceed your expectations in your case?

🞏 Yes 🞏 No

Comments:

1. What do you think we could do to improve?

Comments:

1. Is there someone at our firm who should be commended for their effort on your behalf?

🞏 Yes 🞏 No

Comments:

1. Will you refer others to this firm?

🞏 Yes 🞏 No

Comments:

1. Is there anything else you would like to share with us about how we handled your case?

Comments:

Thank you for taking the time to complete our questionnaire. Because we value your opinions and suggestions, we will review your answers carefully and strive to serve you and other clients better.

If you want to give us your name and phone number, we may call you to discuss your feedback. We will also discuss any action we are taking to improve our service to clients. We thank you again for selecting us as your lawyers and helping us improve our client service.

Optional: (Name) (Date)

 (Phone) (Email)

 (Case/Matter)

**IMPORTANT NOTICES**

This material is provided for informational purposes only and does not establish, report, or create the standard of care for attorneys in Oregon, nor does it represent a complete analysis of the topics. Readers should conduct their own appropriate legal research. The information presented does not represent legal advice. This information may not be republished, sold, or used in any other form without the written consent of the Oregon State Bar Professional Liability Fund except that permission is granted for Oregon lawyers to use and modify these materials for their own practices. © 2021 OSB Professional Liability Fund