

Survey of Friends/Family about Causes of Client Dissatisfaction

1. Client Dissatisfaction Survey

This is a testing platform for the ongoing development of survey instruments. No data entered here will be part of study databases.

1. How many people did you contact before finding the dissatisfied client described here?

1

2

3

2. What was the apparent age of this client?

Younger than 20

20-30

31-40

41-50

51-60

61-70

Older than 70

3. What was the gender of this client?

Male

Female

4. What was the type of case that this client was involved with?

Divorce

Other Family

Residential sale/purchase

Wills and Estate

Traffic

Criminal (non-traffic)

Personal injury

Business

Other (please specify)

5. Please describe in a short paragraph the nature of the client's dissatisfaction.

Thank you for participating in this survey!