

9. If you were in receipt of legal aid/public funding and the statutory charge arose, how well was this explained to you:

(Please tick relevant box)

- Very well/full explanation given
- Well
- Quite well
- Limited explanation given
- No explanation given

10. If you had cause to instruct a solicitor again, would you consider instructing Hatten Wyatt?

(Please tick relevant box)

- Definitely yes
- Possibly yes
- Maybe
- No

11. In general how satisfied do you feel with the service offered by Hatten Wyatt:

(Please tick relevant box)

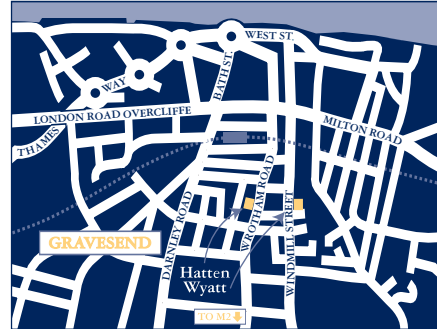
- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Please feel free to add any comments regarding the service offered by Hatten Wyatt and any ways in which you think this may be improved:



# HATTEN WYATT

Solicitors & Advocates



18/21 Wrotham Road  
Gravesend  
Kent, DA11 0PF

Telephone: (01474) 351199  
DX: 6800 Gravesend  
Fax: (01474) 334345

51/54 Windmill Steet  
Gravesend  
Kent, DA12 1BD

Telephone: (01474) 351199  
DX: 6800 Gravesend  
Fax: (01474) 328315

Emergency Police Station Assistance  
07946 147 467

Emergency Immigration Assistance  
07961 764 401

email: [advice@hatten-wyatt.com](mailto:advice@hatten-wyatt.com)  
[www.hatten-wyatt.com](http://www.hatten-wyatt.com)

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# HATTEN WYATT

Solicitors & Advocates

Established 1844

## Client Questionnaire

THANK YOU VERY MUCH





# HATTEN WYATT

*Solicitors & Advocates*

Hatten Wyatt is always anxious to be sure that it provides the best possible service to its clients. In order that we may maintain this service, we should be grateful if you could spare a few moments to complete the Questionnaire set out below, and then return it to us in the business reply envelope provided.

Your name and address (*optional*):

.....  
Fee earner

.....  
Date Issued

.....  
1. How do you feel your case was handled:

(*Please tick relevant box*)

- Very well     Well     Quite well  
 Not very well     Poorly

.....  
2. How well do you think matters were explained to you:

(*Please tick relevant box*)

- Very well  
 Well  
 Quite well  
 Limited explanation given  
 No explanation given

.....  
3. How well did we keep you up to date with progress:

(*Please tick relevant box*)

- Very well  
 Well  
 Quite well  
 Limited update  
 No update given

.....  
4. When you wrote or contacted us, did you find your queries were: (*Please tick relevant box*)

- Always dealt with     Usually dealt with  
 Sometimes dealt with     Rarely dealt with  
 Not dealt with at all

5. Staff - secretaries and receptionists  
In your dealings with secretarial staff and receptionists, did you find them:

(*Please tick relevant box*)

- Always helpful  
 Sometimes helpful  
 Occasionally helpful  
 Not very helpful  
 Unhelpful

.....  
6. Dealing with the personnel in Hatten Wyatt as a whole, did you find them:

(*Please tick relevant box*)

- Very friendly and approachable  
 Friendly  
 Quite friendly  
 Offhand  
 Rude

.....  
7. Costs

Did you find the issue of costs that might arise in the proceedings:

(*Please tick relevant box*)

- Fully explained to you  
 Quite well explained  
 Some explanation given  
 Limited explanation  
 No explanation at all

.....  
8. If you were in receipt of legal aid/public funding how well do you think the Scheme was explained to you: (*Please tick relevant box*)

- Very well/full explanation given  
 Well  
 Quite well  
 Limited explanation given  
 No explanation given