

# The Miley Legal Group

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## END-CASE EVALUATION FORM



T. Keith Gould

March 14, 2017

For the following statements, please rate the services being provided to you on a scale from 1 to 5, with 1 being NOT SATISFIED, 3 being AVERAGE, and 5 being VERY SATISFIED.

Attorney: T. Keith Gould

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. Kept me up to date on my case.          | 1 | 2 | 3 | 4 | 5 |
| 2. Explained things so I understood.       | 1 | 2 | 3 | 4 | 5 |
| 3. Returned my phone calls promptly.       | 1 | 2 | 3 | 4 | 5 |
| 4. I will recommend my attorney to others. | 1 | 2 | 3 | 4 | 5 |
| 5. Treated me with respect.                | 1 | 2 | 3 | 4 | 5 |
| 6. Assisted me with my legal matter.       | 1 | 2 | 3 | 4 | 5 |

7. Please use the space below to explain any of the above answers. For example, if you do NOT give your attorney a 4 or 5 on Question 4: "I will recommend my attorney to others." Tell us why. You can write any other questions or comments below as well.

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8. What is the one thing that The Miley Legal Group did for you that was the most important to you?

mada me feel comfortable in coming to the office  
and explaining everything in terms that I could  
understand

9. What could we have done differently? Was there anything you wish we would have done that was not?

\_\_\_\_\_  
\_\_\_\_\_

10. If a friend or family member was injured and considering law firms to hire and you wanted to encourage them to hire The Miley Legal Group, what would you say in one sentence that could persuade them?

This company was amazing to work with. They kept  
me up to day, worked with my schedule, very respectfull to my  
wishes and did what they  
could to make me feel  
comfortable with everything  
in my case

\_\_\_\_\_  
Date

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Thank you for sharing your thoughts about our firm. We may choose to publish your comments so others who may be considering our legal services can review them.