

# The Miley Legal Group

229 West Main Street, Suite 400  
Clarksburg, WV 26301

Telephone (304) 326-1800  
Facsimile (304) 326-1801

[www.mileylegal.com](http://www.mileylegal.com)  
[mlg@mileylegal.com](mailto:mlg@mileylegal.com)

## END-CASE EVALUATION FORM

[REDACTED]  
T. Keith Gould  
2/12/2014

September 23, 2015

For the following questions, 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.

1. T. Keith Gould has kept you informed about what is happening in your case?

1                      2                      3                      4                      5

2. T. Keith Gould has contacted you by phone at least every 45 days (if not more frequently) to provide you with a status report of what is happening in your case?

1                      2                      3                      4                      5

3. T. Keith Gould returns your calls promptly?

1                      2                      3                      4                      5

4. How satisfied are you with the work T. Keith Gould has done on your case so far?

1                      2                      3                      4                      5

5. Staff members' professionalism and courtesy to you either on the phone or when you have visited the office?

1                      2                      3                      4                      5

6. Legal assistants have promptly and appropriately responded to any requests or needs that you may have conveyed to them?

1                      2                      3                      4                      5

7. Based upon the services that The Miley Legal Group has provided to you thus far in your case, would you refer a family member or friend to us if they needed to hire a lawyer?

Yes                       No

8. Please provide any constructive criticism you have of this firm, any suggestions for improvement, or any explanation as to any of your answers above:

The Miley Legal Group and especially MR Gould  
and his assistant have gone above + beyond to  
help me in my case and I have already referred  
a friend/co-worker to your firm, and I will  
refer others.

[Redacted]

[Redacted]

9/23/2015  
Date