

NRD

# The Miley Legal Group

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## MID-CASE EVALUATION FORM



T. Keith Gould



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?

X 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:

*Karen + Keith has been there for my son + me + our family through this rough time! You have a firm that are there for your clients at all stages!*



*I thank you*



Client's Name (please print)



Date