

NRD

The Miley Legal Group

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END-CASE EVALUATION FORM



Douglas R. Miley



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. Douglas R. Miley has kept you informed about what is happening in your case?

1

2

3

4

5

2. Douglas R. Miley 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. Douglas R. Miley returns your calls promptly?

1

2

3

4

5

4. How satisfied are you with the work Douglas R. Miley 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:

I appreciate the work Doug and his team have done for me in such dire circumstances. From our first conversation to our last, I felt secure in my belief Doug would put forth his best effort for my personal benefit. I'm more than pleased with the professionalism and courtesy this firm has extended to me.

Client's Signature

Client's Name (please print)

Date / /