


The Miley Legal Group

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END-CASE EVALUATION FORM


Douglas R. Miley
201040

October 8, 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. 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:

The whole experience was great from start to finish.

The staff was professional and courteous and made the

process easy.

Client's Signature

10/8/15

Date