

Your Comments

To improve our service, please help us by completing this form and returning it in the enclosed envelope (**you do not need a stamp**).

PLEASE TICK ONE BOX TO ANSWER EACH QUESTION **Date Issued**

The person that dealt with your matter was

1. Were you satisfied with what we did for you?

- 1 Very Satisfied 2 Fairly Satisfied 3 Fairly Dissatisfied 4 Very dissatisfied

1a. Comments?

2. Were we approachable and friendly?

- 1 Very friendly 2 Fairly friendly 3 Fairly unfriendly 4 Very unfriendly

2a. Comments?

3. Were you satisfied with the way that your visits to the office and/or telephone calls were dealt with by the person on reception?

- 1 Very Satisfied 2 Fairly Satisfied 3 Fairly Dissatisfied 4 Very dissatisfied

- 5 Not applicable, neither visited nor called the office

3a. Comments?

4. Did we keep you informed of all progress?

- 1 Very well 2 Fairly well 3 Not too well 4 Poor

- 5 Not Applicable – only seen once

5. Was the information easy to understand (for example our letters)?

- 1 Very easy 2 Fairly easy 3 Fairly difficult 4 Very difficult

5a. How might we improve?

6. Would you recommend us to someone else if they needed legal help or advice?

- 1 Definitely 2 Likely 3 Unlikely to 4 Certainly not

6a. Please give your reason(s)

7. Was the result of your case better, worse or the same as we had advised you?

- 1 Much Better 2 Better 3 Same 4 Worse

Thank you for completing this questionnaire.

If you wish to tell us, please complete your name and address below.

Name: _____

Address: _____

Do you have any further comments or suggestions that may help us to improve our level of service?

Do you want us to reply to your comments? Yes No

The Public Defender Service wishes to use customer comments (these can be anonymous) in its Annual Report and other promotional material.

If you do NOT wish your comments to be used, please tick this box.

Apart from legal assistance, did you receive any other support or advice from the Public Defender Service? If yes, please give details below.

For Office Use (Form PDS 24)

Entered on Register

Line number _____

[MSC13] – [FCV01]