Client Feedback - Representation

(Short Survey)

Quantitative (5-point Likert scales)

* My [Client Advocate/Attorney] listened carefully to me.
* My [Client Advocate/Attorney] treated me with respect.

Attorney Centered

* My [Attorney] represented me to the best of their ability.
* My [Attorney] provided me with the services I requested.

Client Advocate Centered

* My [Client Advocate] helped connect me to services.
* The services that my [Client Advocate] connected me to were helpful to me.

Qualitative

* What was the best part about working with your [Client Advocate/Attorney]?
* Was there anything you did not like about working with your [Client Advocate/Attorney]?
* Is there any more information about your experience working with your [Client Advocate/Attorney] that you would like to share?

Client Feedback - Office Visit

1. How would you describe your overall experience at our office today?

1. On a scale of 1 - 5, how welcomed and comfortable did you feel in the office?
2. What was the most valuable part of your visit today?
3. Was there anything that could have improved your experience?
4. Would you recommend this office to others? Why or why not?