

Client feedback surveys

Online, low-cost and Lexcel compliant

If you are spending £500 or more on measuring client feedback then save money with our Lexcel compliant low-cost and reliable service.

If you don't know how much you're spending or know you should be doing something - read on.

Client survey - the key issue

Necessary but time-consuming? You really want the feedback but don't have the resource to get it?

How does it work?

A link to pre-set questions self-completed by the client at the end of a matter either online. A printed survey form/method is also available.

Option 1 - The easy choice

Your law firm sends out emails with a link to the online questionnaire. We collate the reviews received, featuring them at legallybetter.com (in consultation with you) and provide regular updates.

A key issue for effective client feedback is getting enough responses. Legallybetter can help with this task – choose Option 2 and we'll do this for you.

Option 2 - the even easier choice

We will send an email to your clients requesting the feedback. Our research company IRN Research fully complies with Data Protection Act and everything is treated anonymously.

With both options you get to see any negative written comments for verification.

Other services are available – including telephone follow-up calls, and more detailed questionnaires

Find out more about what your clients think...

The link below shows how your law firm can have a more detailed survey. It is customised with your logo and has the Legallybetter questions integrated into it <http://www.irn-research.com/surveys/csqlegal.htm>

What does it cost?

No of matters	Option 1	Option 2
Up to 500 cases per year	£120	£200
Over 500 cases per year	£200	Call us

All prices are plus VAT

legallybetter.com

So much more than just a website listing

Lexcel Compliance and Legallybetter

Save money and time, get results...

Here at the Personal Injury Practice we're looking to differentiate ourselves in a very crowded marketplace. We decided that, in order to survive, we had to prove our commitment to customer service was more than just words on a web site. Joining Legally Better was part of that commitment.

We also decided to work towards gaining Lexcel accreditation and when it came to complying with Lexcel's requirement to monitor client satisfaction Legally Better has proved invaluable.

Prior to joining Legally Better we used to send out a paper survey to each client with a reply paid envelope. This cost a lot in time, money, and stamps! Each letter cost us about £2 to prepare and send so the overall cost to us was above £1000 a year.

To make matters worse the response rate was very poor. Now, we use the Legally Better client feedback survey which is Lexcel compliant and this was confirmed by our Lexcel mentor.

We can check every rating we receive on the Legally Better site at any time while the client satisfaction data received from Legally Better in a quarterly report allows me to monitor individual client's experiences and to see which areas of our service are not performing.

It also ensures that we continue to comply with the Lexcel requirements, without the time and expense of sending our satisfaction surveys in the post.

The cost of £30 per quarter is a fraction of the cost of our old procedure, saving us nearly £1000 per year and the client response rate is considerably better than the old procedure.

In short, it works like a dream and as we progress toward Lexcel accreditation, this is one area of compliance that I don't have to worry about.

To see a copy of this firm's review report please call Jon Hepburn on 01743 366288. Client names etc have of course been removed to protect their confidentiality.

What next?

To get your firm's client satisfaction surveys moving, please contact either David Mort or Jon Hepburn at Legallybetter.

Email David at david.mort@legallybetter.com or jon at jon.hepburn@legallybetter.com

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