

Legallybetter.com

New service - Client Feedback with Real Value: Reviews, Recommendations, Client Care and Compliance.

An easy to use, post-based feedback system, with good reviews automatically added to three websites, and to your choice of social media. Plus quarterly summary reports.

The role of client satisfaction in compliance with the new SRA 'outcomes-focused' regulations

The forthcoming SRA rule changes will see client satisfaction measurement become an important part of regulatory compliance.

- Law firms will need to have systems in place to demonstrate how they comply with the new outcomes-focused regulation.
- Under mandatory Principle 5 the onus is on the law firm to be able to prove, if required by the SRA, that they provide a proper standard of service to their clients and one that is in their best interests.
- This can only be substantiated by asking the client about their experience of the service and legal advice received.
- Legallybetter's client survey procedures are acknowledged by the Law Society as complying with section 7.5 of the Lexcel Accreditation process.

The new service detailed opposite has been developed through consultation with a number of authoritative parties including a compliance company, specialist solicitors, consultants and law firms that have prioritised client satisfaction as a source of competitive advantage

We can arrange an online demonstration of the new service or am available to discuss at a face-to-face meeting, whichever is more convenient

To find out more please contact Jon Hepburn on 01743 366288/email jon.hepburn@legallybetter.com or David Mort on 02476 421821/email david.mort@legallybetter.com

The regulations require law firms to improve their client feedback processes. To that end measuring client satisfaction is an 'Indicative Behaviour'.

THE POWER OF RECOMMENDATIONS

Research was conducted recently among people that had actually used a solicitor in the last 18 months.

They were asked how they had chosen their solicitor.

In a sample of 719 people, 53% said they had used recommendations from friends, relatives or work colleagues.

Source: YouGov SixthSense Legal services survey, Nov 2010



The new service from Legallybetter focuses on integrating client satisfaction into your workflow and maximising the value of positive client feedback.

We have teamed up with web marketing experts IRUN Ltd and the UK's fastest growing feedback and national business directory The Disc to offer law firms a unique combination of services that will help you achieve the following:

- More client reviews and the opportunity to ask for recommendations
- Management feedback/reports to measure service quality and progress
- Feedback from clients - protect and enhance your reputation online
- Help with client care compliance issues with new SRA Regulations
- Increased website effectiveness and web presence for participating firms
- A presence (or increased presence) on social media sites – Twitter, LinkedIn, Facebook etc

Our new service is very easy to use and will give you an enhanced web presence with an entry and good client reviews on three websites, including automatic updates.

To see the new service in action visit www.catherinesousasolicitors.co.uk and scroll down to bottom of the home page.

Client feedback measurement is a key part of client care and the new SRA regulations. Our service complies - will you?