

Questionnaire

TO: P.M. Lee & Co
Solicitors
PO Box 827
Stones Corner Qld 4120

07 JAN 2015

Fax Number: (07) 3329 3939

Type of Work: Residential Conveyance

1. Overall I would rate the firm's performance as:

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excellent	Good	Above Average	Acceptable	Below Expectations	Unsatisfactory	Poor

2. I consider the firm's response time to my inquiries and general conduct of my matter as:

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excellent	Good	Above Average	Acceptable	Below Expectations	Unsatisfactory	Poor

3. The phone manner and office presentation of secretarial and support staff was:

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excellent	Good	Above Average	Acceptable	Below Expectations	Unsatisfactory	Poor

4. The person dealing with the matter was *Melanie Cole* ~~Jonathan Vuong~~ and Rosemary Thwaites and I found him/her:-

- Level of knowledge on the topic:

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excellent	Good	Above Average	Acceptable	Below Expectations	Unsatisfactory	Poor

- General level of professionalism:

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excellent	Good	Above Average	Acceptable	Below Expectations	Unsatisfactory	Poor

- Level of courtesy to me and other persons involved in the matter:

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excellent	Good	Above Average	Acceptable	Below Expectations	Unsatisfactory	Poor

- I found the timeliness and extent of reporting to me during the course of my transaction to be:

✓						
Excellent	Good	Above Average	Acceptable	Below Expectations	Unsatisfactory	Poor

- The standard of documentation and correspondence presented to me to be:

✓						
Excellent	Good	Above Average	Acceptable	Below Expectations	Unsatisfactory	Poor

5. I found the professional fees charged to be (tick one or more of the following):

- Well below my expectations
- Below my expectations
- In line with my expectations
- Higher than I expected
- Much higher than I expected

Summary

I was generally satisfied/~~unsatisfied~~ with the service provided by the firm and the costs incurred.

I would/~~would not~~ recommend the firm to colleagues and friends.

General Comments

Thanks for making everything
go smoothly

Francis & Eileen Darrough

Your name (Optional)

You don't have to leave your name and if you do complete it, it will be completely anonymous. However, it would be great assistance to us and would improve our service to you and others if you would still complete the form and return it to us.

Once again we thank you for your co-operation.