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BLUE RIDGE LEGAL SERVICES, INC.

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FOR CLIENTS ONLY

PLEASE RESPOND TO BOX 551

DANA J. CORNETT
PRESIDENT

JOHN E. WHITFIELD
EXECUTIVE DIRECTOR
& GENERAL COUNSEL

Dear Recent Client:

According to our records, your case here at Blue Ridge Legal Services was recently closed after providing you with some legal advice. Many people like yourself who only receive legal advice from us would have liked for us to have provided them with an attorney to represent them in court. Unfortunately, because of the overwhelming demand for our services, we cannot provide representation to everyone who requests it, even though they are financially eligible for our services. Instead, in most cases we are only able to provide folks with legal advice about the law and how they can try to represent themselves in court without a lawyer. We know this is a disappointment, and we wish we had enough lawyers to help everyone who qualifies and needs our help.

Recognizing that, we would like to know your opinions about the quality of the advice we provided you, so that we can work to improve our services for future clients. Please take just a few minutes to answer the following questions in our Client Satisfaction Survey. For most of the questions, all you need to do is check the answer that most closely matches your response. The last two questions provide you an opportunity to tell us more in your own words if you wish to do so.

Once you've completed this survey, simply fold it so our address shows on the outside, tape or staple it shut, and place it in the mail. No postage is necessary.

We really appreciate your help in telling us what you think about our services.

Yours truly,

John E. Whitfield
Executive Director

CLIENT SATISFACTION SURVEY

1. When you applied for assistance from Blue Ridge Legal Services, how easy was our intake process?

Easy and convenient Not great, but not too bad Difficult and inconvenient

2. How quickly were you able to talk to an attorney or paralegal about your case?

Same day I first contacted the office Within a week Longer than that!

3. Did the person advising you about your case seem interested in your case and in helping you get the results you wanted?

Yes No Not sure

4. Did the person advising you seem knowledgeable?

- Yes No Not sure

5. Were you comfortable talking with the person who advised you?

- Yes No

6. Did the person advising you treat you with courtesy and respect?

- Yes No

7. If you need legal help in the future, would you prefer the same person to represent you, or would you want someone else?

- Same person Different person No Preference

8. Did you understand the legal advice you were given?

- Yes No Not sure

9. Did the legal advice you received answer your questions?

- Yes Partially No

10. Was the legal advice you received helpful in successfully resolving your legal problem?

- Yes Partially helpful No

11. If your case went to court, did you win?

- Yes Partially No Not Applicable

12. Do you think that the outcome would have been better if you had had an attorney represent you?

- Yes No Not sure Not Applicable

13. How would you rate the quality of legal assistance Blue Ridge Legal Services provided you?

- Excellent Very Good Adequate Poor

14. How important was the outcome of this case to you? How did it affect your life?

15. Please feel free to provide any other comments you'd like to share with us.
