



www.brls.org

BLUE RIDGE LEGAL SERVICES, INC.

204 N. High Street
P.O. Box 551
Harrisonburg, Virginia 22803
(540) 433 -1830
FACSIMILE (540) 433-2202

(800) 237-0141
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 concluded. We would like to know your opinions about the quality of the services we provided you, so that we can work to improve them 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 handling your case seem interested in your case and in getting the results you wanted?

Yes No Not sure

4. Were our services provided in a timely fashion?

Yes No

5. Did the person handling your case seem knowledgeable and prepared?

Yes No Not sure

6. Were you comfortable talking with the person handling your case?

Yes No

7. Did the person handling your case keep you informed about what was going on?

Always Usually Sometimes Never

8. If you called the office about your case, were your phone calls returned promptly?

Always Usually Sometimes Never

9. Did the person handling your case treat you with courtesy and respect?

Always Usually Sometimes Never

10. 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

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

Excellent Very Good Adequate Poor

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

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