



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:

You were recently assisted by a volunteer lawyer who handled your case free of charge, or “pro bono” through our Pro Bono Referral Program. This attorney has advised us that the case is now completed and that your file has been closed. We would like to know your opinions about the quality of the services 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. Anything you say will be kept confidential unless you indicate that we can share your comments with your pro bono attorney.

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. Have you called and thanked your pro bono attorney for his or her assistance? (If not, please try to do so.)

Yes No Not yet, but I will

2. Did your attorney seem interested in your case and in getting the results you wanted?

Yes No Not sure

3. Were services provided in a timely fashion?

Yes No

4. Did your attorney seem knowledgeable and prepared?

Yes No Not sure

5. Were you comfortable talking with the attorney handling your case?

Yes No

6. Did your attorney keep you informed about what was going on?

Always Usually Sometimes Never

7. Did your attorney treat you with courtesy and respect?

Always Usually Sometimes Never

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

Same attorney Different attorney No Preference

9. How would you rate the quality of legal assistance provided you by your attorney?

Excellent Very Good Adequate Poor

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

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

12. May we share your comments with your attorney?

Yes No



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CLIENT SATISFACTION SURVEYS
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