

**NAVAL LEGAL SERVICE OFFICE CENTRAL, PENSACOLA, FLORIDA**

**Legal Assistance - Client Satisfaction Feedback**

*To our Clients: We strive to provide everyone with prompt, professional Legal Service. Please help us achieve this by taking a moment to provide feedback on your recent visit.*

**Please provide the following information:**

Date of Visit: \_\_\_\_\_  
 Which Staff member assisted you? \_\_\_\_\_ Which Attorney assisted you? \_\_\_\_\_  
 Are you deploying in the next 30 days:  Yes  No Rank: \_\_\_\_\_  
 Your Status:  Active Duty  Family Member  Reserve  Retired  Other \_\_\_\_\_  
 Branch:  Navy  Marine Corps  Army  Coast Guard  Air Force

***Please indicate the reason for your visit (Select all that apply):***

- Adoption/Name Change  Consumer Issues  Domestic Relations  Immigration  
 Military Rights and Benefits  Real Estate/Landlord Tenant  Wills/Estate Planning  Tax Issues  
 Notary/Power of Attorney  Other \_\_\_\_\_

***Questions about your appointment:***

Did you have an appointment?  Yes  No

If you had an appointment, how long was the period of time from your first request for an appointment to the date of the first available appointment?

- Same Day  Within a couple of days  About a week  From 1 to 2 weeks  More than 2 weeks

How satisfied were you with the amount of time to get an appointment?

- Very Satisfied  Satisfied  Neither Satisfied nor Dissatisfied  Dissatisfied  Very Dissatisfied

How long was your wait upon arrival or, if you had an appointment, how long did it take before you were seen?

- Less than 5 mins  5 to 10 mins  10 to 15 mins  15 to 30 mins  Greater than 30 mins (please indicate time below)

(Time – if greater than 30 minutes) \_\_\_\_\_

**Please use the scale below to rate our performance:**

<b>Office Operations</b>	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Office Hours	<input type="radio"/>					
Office Location	<input type="radio"/>					
Parking	<input type="radio"/>					
Appearance/Conditions of Office	<input type="radio"/>					
Availability of Information about Office	<input type="radio"/>					

<b>Services</b>	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Courtesy of Personnel	<input type="radio"/>					
Timeliness of Personnel	<input type="radio"/>					
Ability to give Clear Advice	<input type="radio"/>					
Ability to answer your questions	<input type="radio"/>					
Ability to help you	<input type="radio"/>					
Quality of services provided	<input type="radio"/>					
Overall rating of Legal Services	<input type="radio"/>					

<b>Overall Experience</b>	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Please rate your overall experience	<input type="radio"/>					

Please provide any additional remarks or suggestions you feel are important:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

***This information is optional. Check this box if you want to be contacted about your comments.***

Name: \_\_\_\_\_ Command \_\_\_\_\_ Phone # \_\_\_\_\_

Email \_\_\_\_\_

***Thank you for your time and cooperation in completing this satisfaction survey.***