

NAVAL LEGAL SERVICE OFFICE SOUTHWEST  
LEGAL ASSISTANCE DEPARTMENT  
3395 STURTEVANT STREET, STE 2  
SAN DIEGO, CALIFORNIA 92136

***CUSTOMER COMMENT SURVEY***

In an effort to better serve our customers, please tell us how we're doing. We want your comments regarding our front desk clerk, attorneys, paralegals and legalman.

Date: \_\_\_\_\_

1. **Purpose of your visit:** \_\_\_\_\_

**Intake Clerk name:** \_\_\_\_\_

2. Evaluation:	Outstanding	Satisfactory	Unsatisfactory	N/A
Courtesy	[ ]	[ ]	[ ]	[ ]
Helpfulness	[ ]	[ ]	[ ]	[ ]
Promptness (wait time: _____)	[ ]	[ ]	[ ]	[ ]
OVERALL RATING:	[ ]	[ ]	[ ]	[ ]

3. **Attorney/Legalman/Paralegal (Provider name):** \_\_\_\_\_

Courtesy	[ ]	[ ]	[ ]	[ ]
Advice provided	[ ]	[ ]	[ ]	[ ]
Documents prepared	[ ]	[ ]	[ ]	[ ]
Promptness (wait time: _____)	[ ]	[ ]	[ ]	[ ]
OVERALL RATING:	[ ]	[ ]	[ ]	[ ]

Comments/Suggestions:

1. At which office were you seen today? [ ] 32<sup>nd</sup> street [ ] NAS North Island  
What were your reasons for selecting this office? Convenience, hours of operation or other?

2. In your opinion, how can we better serve our clients? \_\_\_\_\_

3. What legal services do you think are most important for us to provide:

4. How was your parking experience?

5. Other comments: \_\_\_\_\_

Optional Information:

Client Status [check one] Active Duty [ ] Retired [ ] Family member [ ] Other [ ]  
Name \_\_\_\_\_ Rate/Rank \_\_\_\_\_ Command \_\_\_\_\_

Phone (if you would like a response to your comments): \_\_\_\_\_

**THANK YOU FOR HELPING US TO BETTER SERVE YOU!!**