

**BOULDER COUNTY LEGAL SERVICES
CLIENT FOLLOW-UP SURVEY**

Dear Client:

Some time ago, you were referred to an attorney by Boulder County Legal Services. To help us meet our clients' needs, we would like to ask you a few questions about your experiences with your attorney. We are interested in your honest opinions, whether they are positive or negative. Your answers to this questionnaire will be kept strictly confidential. Please mail your completed questionnaire as soon as possible in the enclosed stamped, self-addressed envelope. Thank you. We really appreciate your help.

Today's Date: ___/___/___ Your attorney's name: _____

Please check this box if you **DO NOT** want this information to be shared with your attorney.

1. In general, how satisfied or dissatisfied are you with the help you are receiving from your attorney?

very satisfied somewhat satisfied somewhat dissatisfied very dissatisfied

2. How much do you agree or disagree with the following statements?

“Finding an attorney through Boulder County Legal Services gave me legal representation that I would not have been able to afford otherwise.”

- I strongly agree
- I somewhat agree
- I somewhat disagree
- I strongly disagree
- I don't know

“My attorney is making a reasonable effort in the areas of my case that are most important to me.”

- I strongly agree
- I somewhat agree
- I somewhat disagree
- I strongly disagree

I don't know

3. The following are some aspects of your experiences with your attorney. Please check the box next to each item that comes closest to your opinion.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Don't know/ doesn't apply
The length of time it took Legal Services to find an attorney for you						
The speed with which things are proceeding						
The courtesy your attorney treats you with						
The help your attorney gives you in understanding your legal rights and options						
How much you feel listened to by your attorney						
The amount of time your attorney spends with you						
The length of time it takes to get an appointment with your attorney						
Reaching your attorney by phone						

4. How much difference has professional legal representation made in helping you with the legal problems you came to your attorney with?

- quite a bit
- a little bit
- not very much
- don't know/not sure

Why? _____

5. If Boulder County Legal Services provided you with an attorney in the future, are there any changes you would like to see? _____

