

Boston Bar Association

Business Law Pro Bono Project

Client Satisfaction Survey

The BBA Business Law Pro Bono Project recently closed your case. We would appreciate your answering the following questions so that we may continuously improve our services. Please return the questionnaire to us in the enclosed envelope or via fax. Thank you very much for your feedback!

CLIENT: _____ DATE: _____

ADDRESS: _____

CONTACT: _____ EMAIL: _____

PHONE: _____ FAX: _____

ATTORNEY: _____

1. Were you Satisfied ____ or Dissatisfied ____ with the application and referral process?

Please comment:

2. Were you Satisfied ____ or Dissatisfied ____ with the legal assistance provided by the pro bono attorney?

Please comment:

3. Were you able to obtain everything your organization needed in terms of legal assistance?

4. Are there any changes you would like to see made in the way services were provided to you?

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