

Redfern Legal Centre



**REDFERN LEGAL CENTRE
CLIENT SATISFACTION SURVEY
NOVEMBER 2010**

**FRONT DESK SERVICES
AND
ADVICE FROM SOLICITORS**

Redfern Legal Centre



REDFERN LEGAL CENTRE CLIENT SATISFACTION SURVEY NOVEMBER 2010

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INTRODUCTION

In December 2010 Redfern Legal Centre conducted a telephone survey to assess our clients' level of satisfaction with the service provided by both staff and volunteers at Redfern Legal Centre.

The survey was conducted primarily to satisfy our funding requirements but it also importantly gives staff and volunteers an indication of the level of satisfaction clients have reported in regard to the services we provide and possible areas for improvement.

The survey focused on a typical week of appointments in the second week of November 2010 during which 30 clients sought advice through the night service and through a smaller number of day time appointments.

Survey results were recorded from 27 out of 30 clients. Two clients declined to participate and we were unable to contact another despite repeated attempts.

Executive Summary

Two sets of questions were posed to clients: One set concerned the client's dealings with our front desk team and the second set of questions related to the quality of advice the client received from the solicitor and the standard of the advice service in general.

The results of the survey were overwhelmingly positive. Only a few minor criticisms were given by clients when pressed for additional feedback. Staff and volunteers should be congratulated!

Front Desk

The majority of clients rated the services they received from the front desk as excellent. They reported that their enquiries were attended to quickly, and that the volunteer the client spoke to was easy to communicate with and appeared to appreciate and understand the nature of the client's legal problem and the type of advice they were seeking. Most clients were also satisfied with the amount of time they had to wait for an appointment to become available.

Solicitor advice service

The vast majority of clients reported that during the solicitor interview they were given adequate opportunity to speak about their legal problem and express any concerns. The vast majority of clients also felt that their solicitor was able to discuss legal terms and give legal advice in a way in which they found easy to understand. Most clients reported that they were very satisfied with the overall quality of the legal advice they received and would return if they needed further advice in the future.

Issues and feedback arising from the survey

Some criticisms re attendance at evening advice appointments

- Reception at night advice appointments: One client reported that he thought there was a lot of commotion at talking at the front desk when he arrived for his appointment and so did not feel he could announce his arrival. He sat in the corridor unnoticed for quite a while before he was attended to. He was not actually too aggrieved, however it does seem to something that night service coordinators could perhaps be conscious of in future?
- Three clients reported that reduced waiting times on attendance for evening advice appointments would be appreciated. Clients were not generally annoyed however if they were warned or given some notice ahead of their appointment that the solicitor might be running a little late.
- Continuity: Another two clients, who had attended a number of different appointments, said that they would have preferred to be seen by the same solicitor each time. Seeing a different solicitor on each occasion meant that the clients felt that they had to retell their story and start at the beginning each time which became rather time consuming. They were however, understanding of the constraints upon the service, given that RLC relies upon volunteers.

Compliments re night advice service and day- time front desk service

- Many clients wished to convey their thanks and appreciation and said that Redfern Legal Centre provided a fantastic service, which they have recommended to others. Most clients also reported that they would seek advice from RLC again should they require it.
- Clients in particular seemed to appreciate the fact that most solicitors and volunteers gave them the time they felt they needed to adequately express their legal concerns. Clients seemed very much to value courteous staff who really listened to their situation. This seemed to be almost as important as obtaining a resolution to their matter.

Client suggestions

- One client also suggested that RLC produce a periodic newsletter containing factsheets and legal news and rights, which could be posted to people in the local area and also available online.

**REDFERN LEGAL CENTRE
CLIENT SATISFACTION SURVEY
FRONT DESK**

1	How did you first contact Redfern Legal Centre? (circle)			
	Walk in 40%	Phone 60%	email 0%	
2	Did you have to wait long to speak to someone from our front desk? Y /N Were you satisfied with the time it took for us to attend to your enquiry?			
	1 no 5%	2 not sure /don't remember 35%	3 mostly 10%	4 yes 50%
	Comments:			
3	Did you find it easy to communicate with them (him or her)?			
	1 no 0%	2 not sure 0%	3 mostly 20%	4 yes 80%
	Comments:			
4	Did you feel that he or she understood your legal problem and the information that you were seeking?			
	1 no 5%	2 not sure 25%	3 mostly 10%	4 yes 70%
	Comments:			
5	Did the volunteer give you an expectation of the kind of service we would be able to provide you? Y / N (e.g. assisted referral, initial advice only, advice, representation) If so, did you find this useful/helpful?			
	1 no 5%	2 not sure 25%	3 mostly 10%	4 yes 70%
	Comments:			
6	How long did you have to wait for an appointment? Did you find this satisfactory? (please rate)			
	1 no 0%	2 not sure/can't remember 25%	3 mostly 10%	4 yes 65%
	Comments: 1 week was the maximum time any client had to wait.			
7	Overall how would you rate the intake process and the front office staff, including the interview you had with one of our volunteers?			
	1 poor 0%	2 satisfactory 5%	3 good 40%	4 excellent 55%

**REDFERN LEGAL CENTRE
CLIENT SATISFACTION SURVEY
ADVICE FROM SOLICITOR**

	Type of appointment: (Please circle based on info marked on advice sheet or file)												
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td>Face to face</td> <td>telephone</td> <td>email</td> </tr> <tr> <td style="text-align: center;">95%</td> <td style="text-align: center;">5%</td> <td style="text-align: center;">0%</td> </tr> </table>	Face to face	telephone	email	95%	5%	0%						
Face to face	telephone	email											
95%	5%	0%											
1	When you attended your appointment, was the solicitor able to see you on time? Y / N Were you satisfied with the amount of time it took for a solicitor to get to you?												
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>no</td> <td>not sure/ don't remember</td> <td>mostly</td> <td>yes</td> </tr> <tr> <td style="text-align: center;">0%</td> <td style="text-align: center;">5%</td> <td style="text-align: center;">20%</td> <td style="text-align: center;">75%</td> </tr> </table>	1	2	3	4	no	not sure/ don't remember	mostly	yes	0%	5%	20%	75%
1	2	3	4										
no	not sure/ don't remember	mostly	yes										
0%	5%	20%	75%										
	Comments:												
2	During your appointment with the solicitor, do you feel you were given adequate opportunity to speak about your legal problem and to express any concerns you may have had about your situation?												
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>no</td> <td>not sure / don't remember</td> <td>mostly</td> <td>yes</td> </tr> <tr> <td style="text-align: center;">5%</td> <td style="text-align: center;">10%</td> <td style="text-align: center;">10%</td> <td style="text-align: center;">75%</td> </tr> </table>	1	2	3	4	no	not sure / don't remember	mostly	yes	5%	10%	10%	75%
1	2	3	4										
no	not sure / don't remember	mostly	yes										
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	Comments:												
3	Did you feel the solicitor was able to discuss legal terms and give legal advice in a way that you found easy to understand?												
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1	2	3	4										
no	don't know/remember	mostly	yes										
5%	0%	20%	75%										
	Comments:												
4	We often have a paralegal sit in on the interview to assist and learn from the solicitor. How did you find this person? Did you find him or her to be helpful?												
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>no</td> <td>not sure / don't remember</td> <td>mostly</td> <td>yes</td> </tr> <tr> <td style="text-align: center;">10%</td> <td style="text-align: center;">60%</td> <td style="text-align: center;">5%</td> <td style="text-align: center;">25%</td> </tr> </table>	1	2	3	4	no	not sure / don't remember	mostly	yes	10%	60%	5%	25%
1	2	3	4										
no	not sure / don't remember	mostly	yes										
10%	60%	5%	25%										
	Comments:												
5	Taking into account the complexity of you matter, were you satisfied with the speed with which the solicitor dealt with your matter?												
	<table style="margin-left: auto; margin-right: auto;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>no</td> <td>not sure / don't remember</td> <td>mostly</td> <td>yes</td> </tr> <tr> <td style="text-align: center;">5%</td> <td style="text-align: center;">10%</td> <td style="text-align: center;">30%</td> <td style="text-align: center;">55%</td> </tr> </table>	1	2	3	4	no	not sure / don't remember	mostly	yes	5%	10%	30%	55%
1	2	3	4										
no	not sure / don't remember	mostly	yes										
5%	10%	30%	55%										
	Comments:												

6	Were you satisfied with the quality of the legal advice you received?												
	<table> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>no</td> <td>not sure / don't remember</td> <td>mostly</td> <td>yes</td> </tr> <tr> <td>5%</td> <td>5%</td> <td>20%</td> <td>70%</td> </tr> </table>	1	2	3	4	no	not sure / don't remember	mostly	yes	5%	5%	20%	70%
1	2	3	4										
no	not sure / don't remember	mostly	yes										
5%	5%	20%	70%										
	Comments:												
7	Did your solicitor need to refer you to a specialist for further advice or representation? Y / N 50% did not require referral. If so, were you satisfied with this referral?												
	<table> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>no</td> <td>not sure / don't remember</td> <td>mostly</td> <td>yes</td> </tr> <tr> <td></td> <td>20%</td> <td>15%</td> <td>15%</td> </tr> </table>	1	2	3	4	no	not sure / don't remember	mostly	yes		20%	15%	15%
1	2	3	4										
no	not sure / don't remember	mostly	yes										
	20%	15%	15%										
	Comments:												
8	Did our office need to schedule a follow up or additional appointment for you to see us again? Y / N 35% said a follow up was not made or needed. If so, were you satisfied with this?												
	<table> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>no</td> <td>not sure / don't remember</td> <td>mostly</td> <td>yes</td> </tr> <tr> <td>0%</td> <td>25%</td> <td>5%</td> <td>35%</td> </tr> </table>	1	2	3	4	no	not sure / don't remember	mostly	yes	0%	25%	5%	35%
1	2	3	4										
no	not sure / don't remember	mostly	yes										
0%	25%	5%	35%										
	Comments:												
9	Has your matter been resolved or is it still ongoing? (please circle)												
	<table> <tr> <td>Resolved</td> <td>Ongoing</td> </tr> <tr> <td>40%</td> <td>60%</td> </tr> </table>	Resolved	Ongoing	40%	60%								
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40%	60%												
	Comments:												
10	Do you think you will contact us again in the future if you need further legal advice?												
	<table> <tr> <td>No</td> <td>Maybe</td> <td>Yes</td> </tr> <tr> <td>0%</td> <td>15%</td> <td>85%</td> </tr> </table>	No	Maybe	Yes	0%	15%	85%						
No	Maybe	Yes											
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