

Client Survey – Ratings 2011

	Poor	Average	Good	Excellent	Total 'Q'
What was your first impression of HSW?	1	5	118	221	345
How would you rate the overall friendliness of our staff?	1	1	70	272	344
Were you kept informed at all times throughout your transaction? How would you rate us?	4	7	85	249	345
Did we respond to you in a timely and competent manner throughout your transaction? How would you rate us?	3	7	79	256	345
How would you rate the overall service you received from HSW?	1	9	60	274	344
	Unlikely To	Undecided	Likely To	Certain To	
Would you use HSW in the future for your legal requirements?	4	4	72	262	342
Would you recommend HSW to a friend?	3	5	69	265	342

97.66 % would recommend us to a friend and use us again in the future