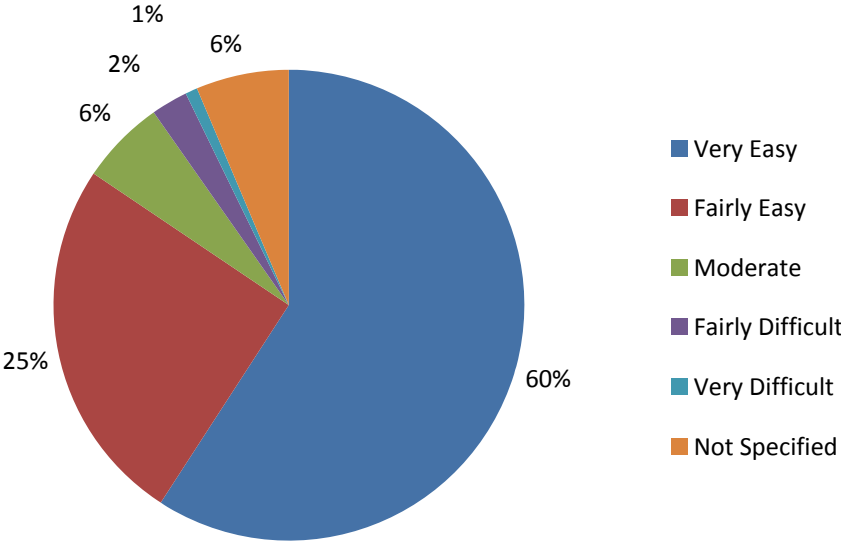


Derby Community Legal Advice Centre  
Client Satisfaction Survey April 08 - March 09

Appendix 1

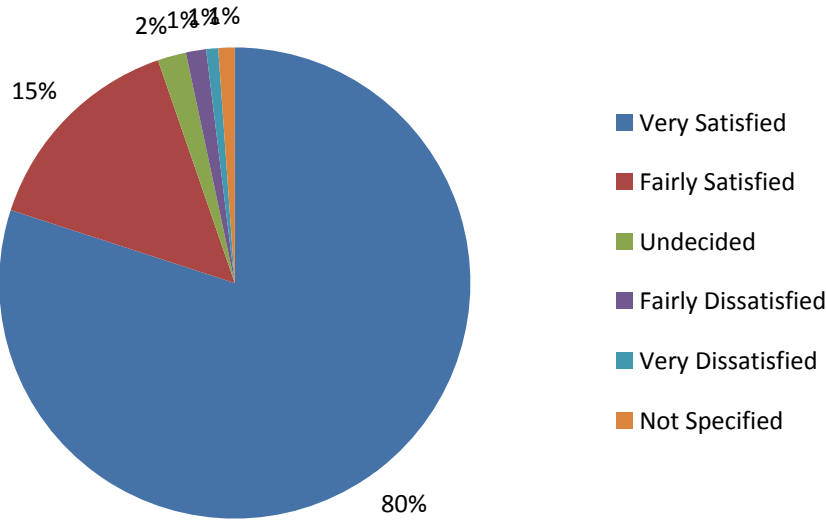
1. Accessibility



Q1. Accessibility

Very Easy	320
Fairly Easy	136
Moderate	32
Fairly Difficult	13
Very Difficult	4
Not Specified	35

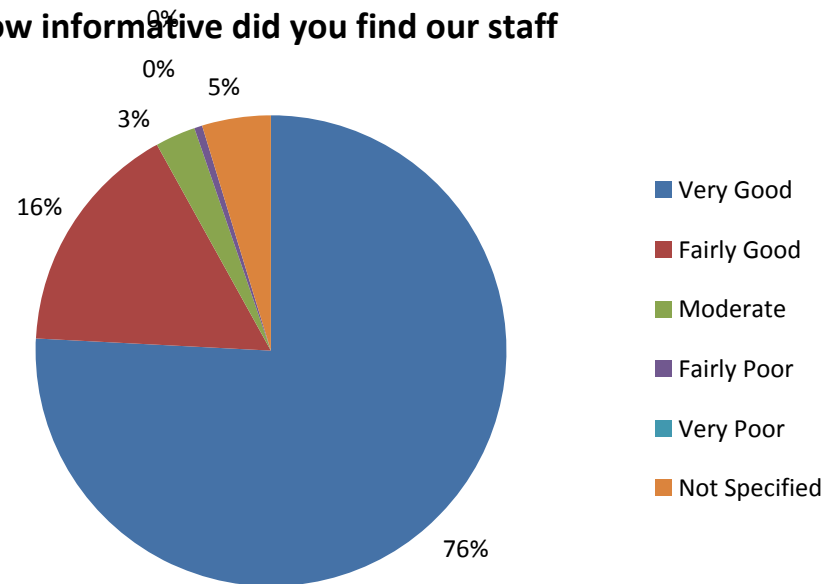
2. Level of Service



Q2. Level of Service

Very Satisfied	432
Fairly Satisfied	80
Undecided	10
Fairly Dissatisfied	8
Very Dissatisfied	4
Not Specified	6

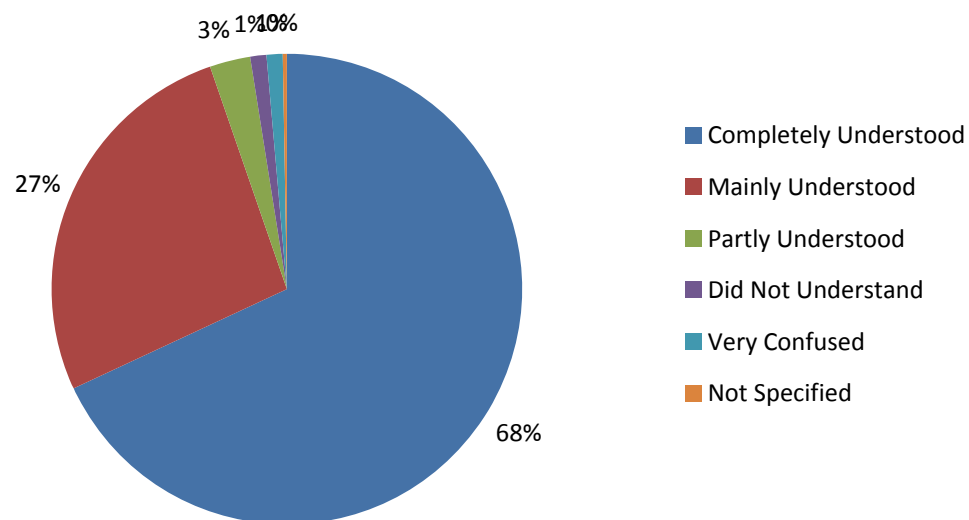
### 3. How informative did you find our staff



### Q3.

Very Good	409
Fairly Good	87
Moderate	16
Fairly Poor	2
Very Poor	1
Not Specified	25

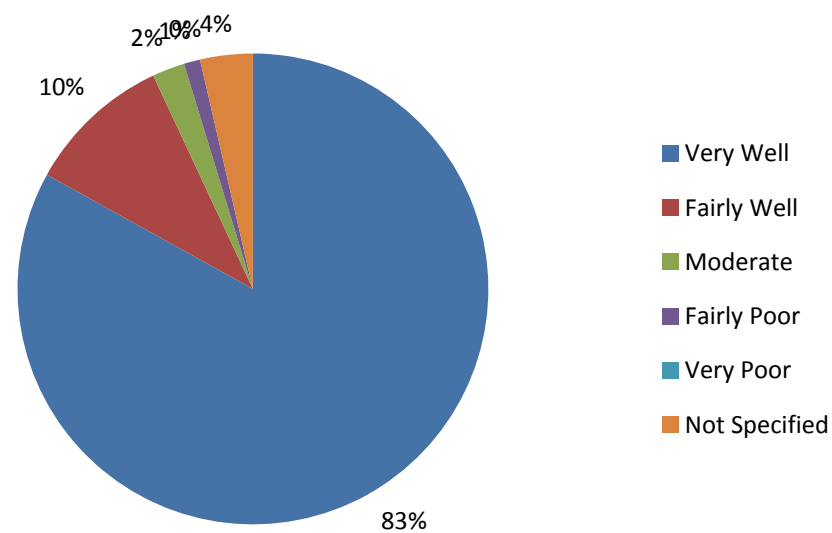
### 4. How well did you understand the advice we gave you



### Q4. How well did you understand

Completely Understood	367
Mainly Understood	144
Partly Understood	15
Did Not Understand	7
Very Confused	6
Not Specified	1

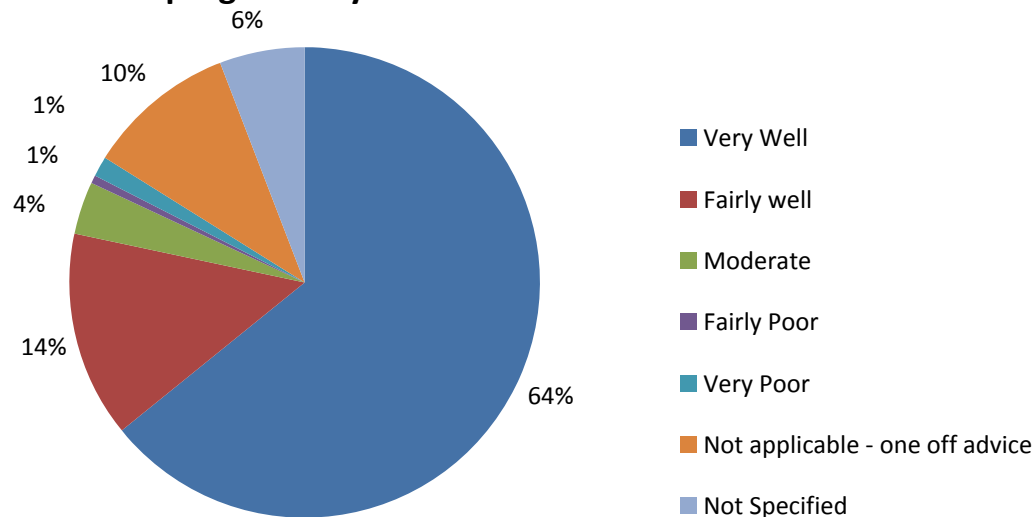
5. How well did we listen to what you had to say



Q5. How well did we listen

Very Well	448
Fairly Well	54
Moderate	13
Fairly Poor	5
Very Poor	1
Not Specified	19

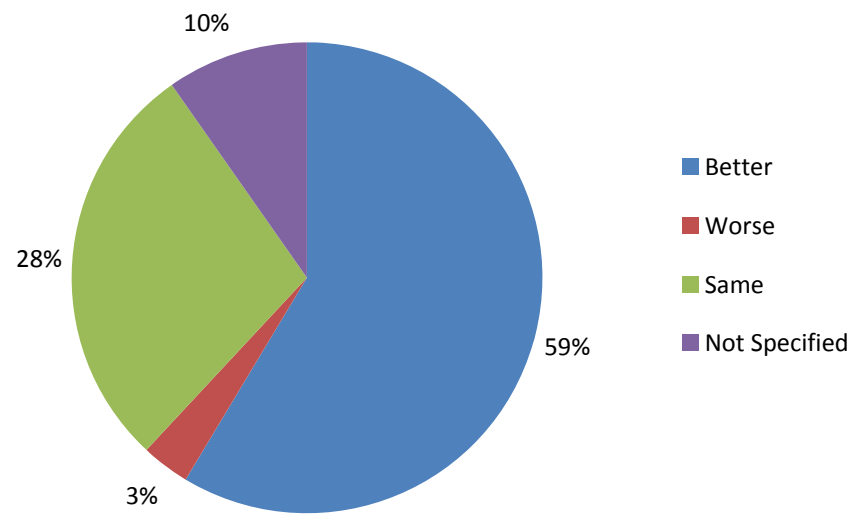
6. How well did we keep you up to date with the progress of your case?



Q6. How well did we keep you up to date

Very Well	347
Fairly well	76
Moderate	20
Fairly Poor	3
Very Poor	7
Not applicable - one off advice	55
Not Specified	32

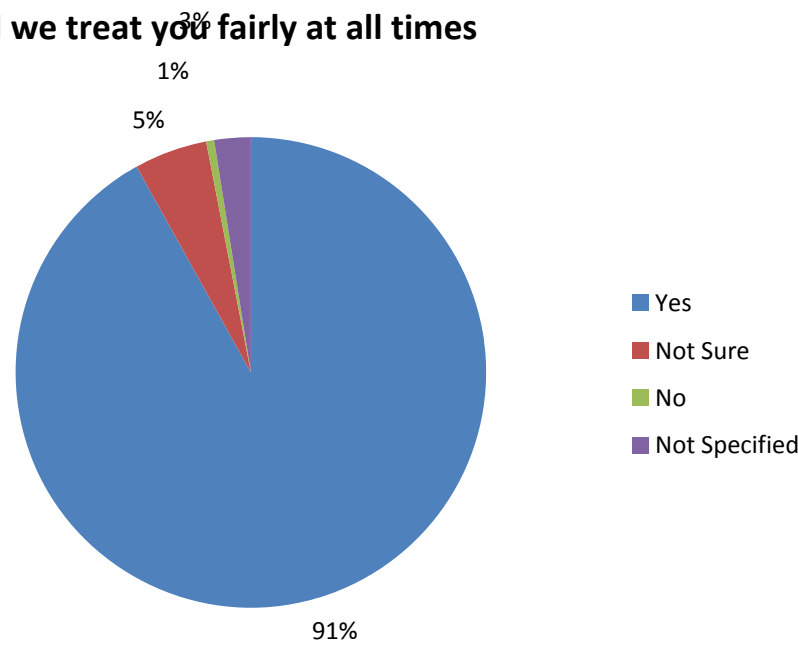
7. Outcome



Q7. Outcome

Better	317
Worse	18
Same	152
Not Specified	53

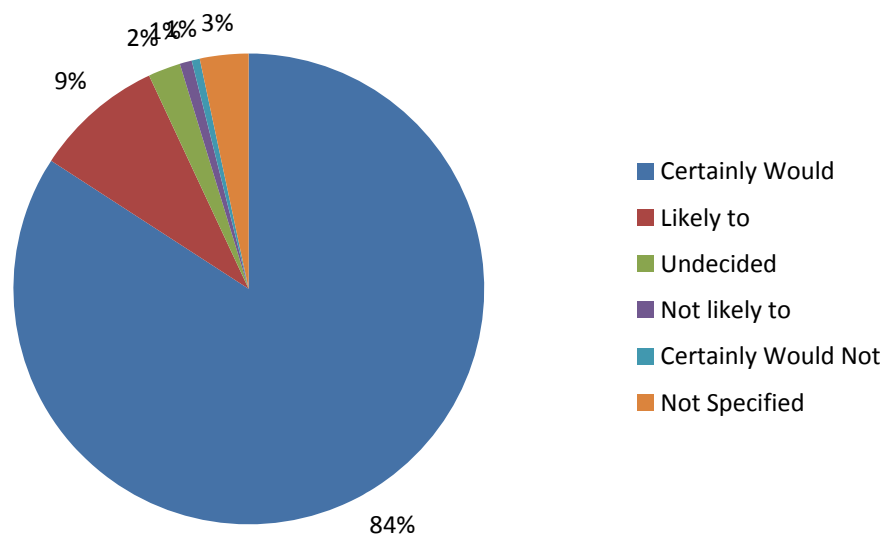
8. Did we treat you fairly at all times



Q8. Did we treat you fairly

Yes	497
Not Sure	26
No	3
Not Specified	14

9. Would you recommend us to someone else



Q9. Would you recommend us

Certainly Would	455
Likely to	47
Undecided	13
Not likely to	4
Certainly Would Not	3
Not Specified	18