



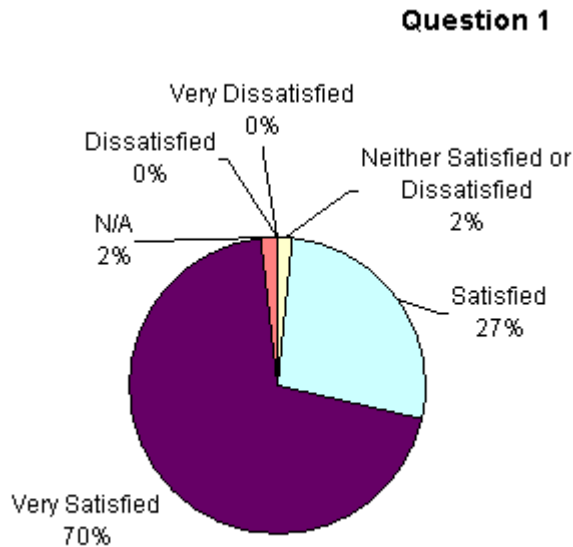
CWU Branch Representatives Questionnaire January 2009

Results March 2009

## CWU Branch Representative Questionnaire January 2009

In January 2009 140 branch representatives across the UK were sent a questionnaire about our services in an aim for us to improve them. After an impressive response rate of 40%, the results follow:

### 1. How satisfied are the branch with the overall level of service?

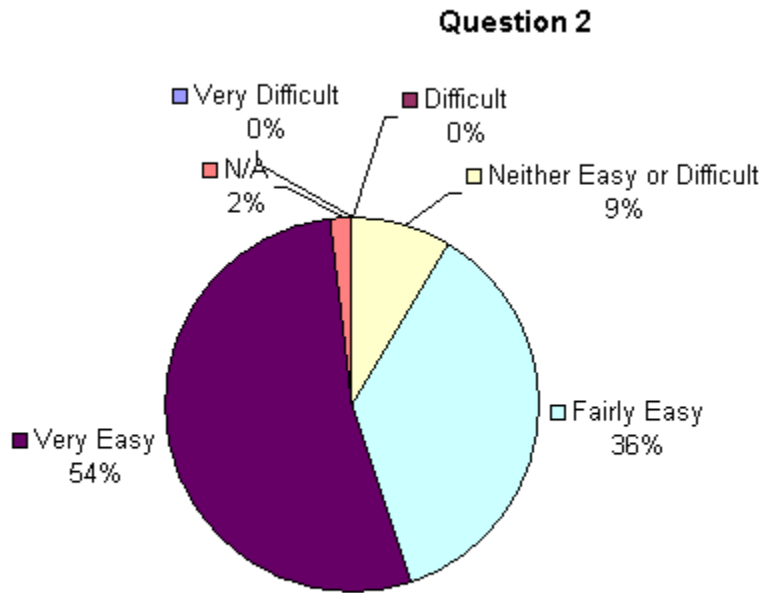


#### Summary:

- 97% of the CWU branch representatives were either satisfied or very satisfied with our overall service.
- No respondents were unhappy with the overall service.

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**2. How easy to understand was the information and advice given to you and your members?**

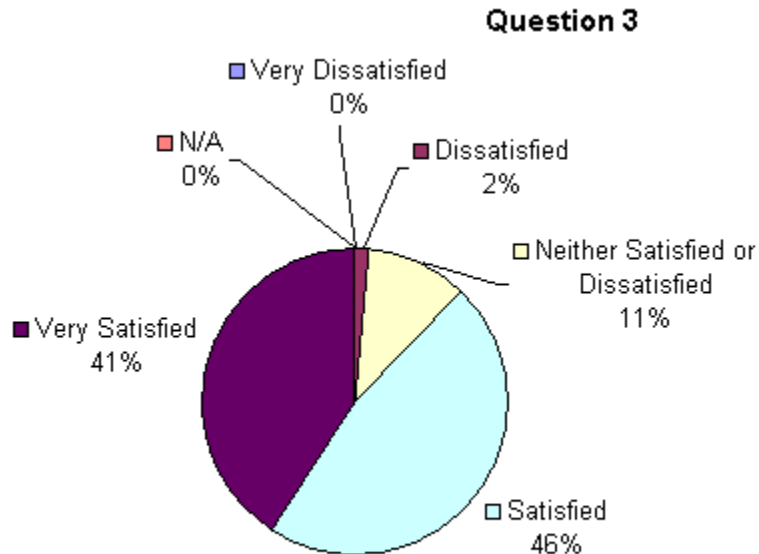


Summary:

- 90% of the respondents thought the information and advice given was fairly or very easy.
- No-one thought the information was difficult to understand.
- From those that answered 'Neither/Nor', the general consensus is that they agreed that due to the complicated nature of law they expected some things to be harder to understand.

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**3. How satisfied are you with how frequently you were updated with progress on your member's claims?**



Summary:

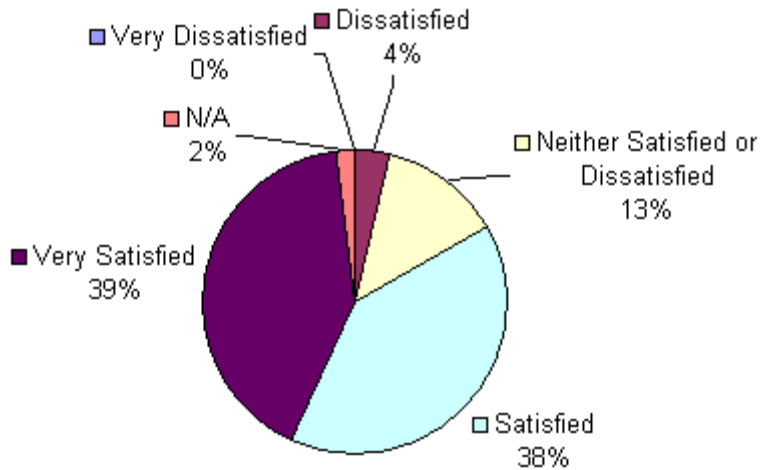
- 87% of respondents were either satisfied or very satisfied with how frequently they were updated.

- 2% were dissatisfied with the frequency. This was only one respondent. Simpson Millar will be in touch shortly to discuss progress updates.

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**4. Are you satisfied with the number of branch visits you receive from our representatives?**

**Question 4**



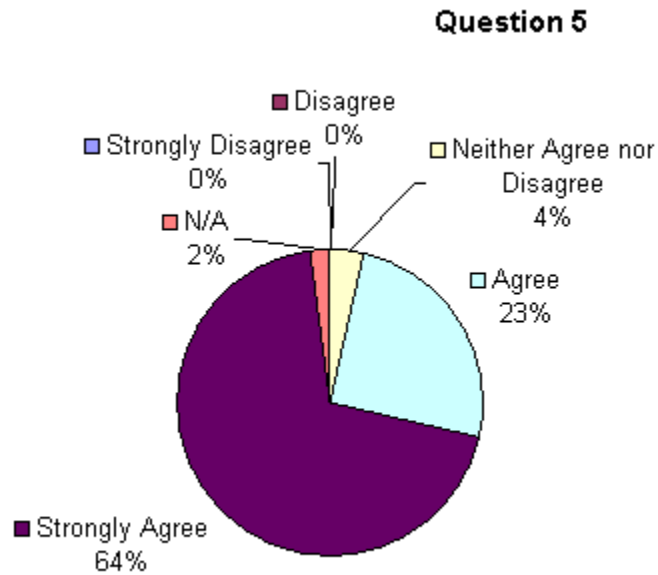
Summary:

- 77% of respondents said that they either satisfied or very satisfied with their branch visits.

- 4% of the respondents were dissatisfied. This was actually just two respondents. Simpson Millar will be in touch shortly to discuss branch visits.

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5. Do you agree that the fee earners you deal with are informative and/or friendly?



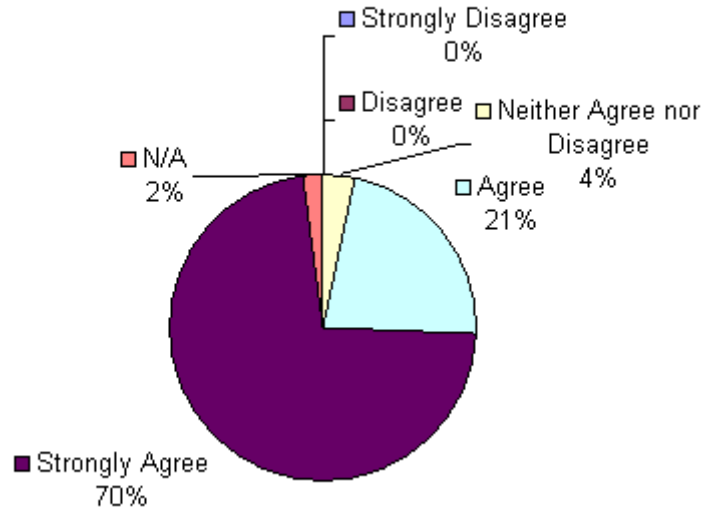
Summary:

- 87% of respondents either agreed or strongly agreed that the fee earners were friendly and/or informative

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6. Do you agree that our staff, other than the fee earners you deal with, i.e. Secretarial staff, switchboard etc, are informative and/or friendly?

Question 6

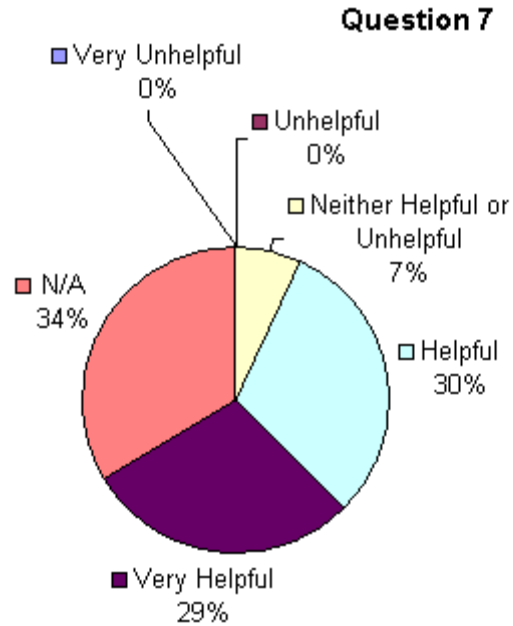


Summary:

- 91% either agreed or strongly agreed that our staff other than fee earners are friendly and/or informative

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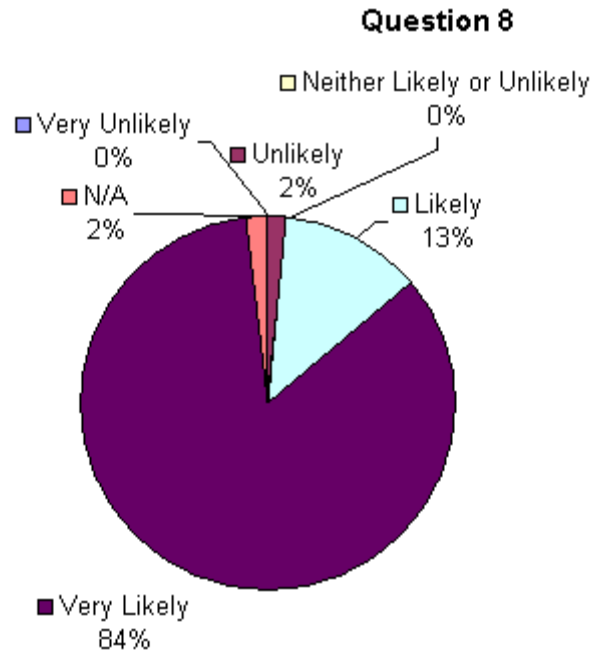
7. If you have used the free legal helpline for legal advice, how helpful was the advice given?



Summary:

- 59% of respondents thought that the advice given from the helpline was helpful
- Those that answered 'Neither/Nor' or 'N/A' had not used the helpline and therefore felt they could not comment.

**8. How likely are you to recommend Simpson Millar LLP to others?**

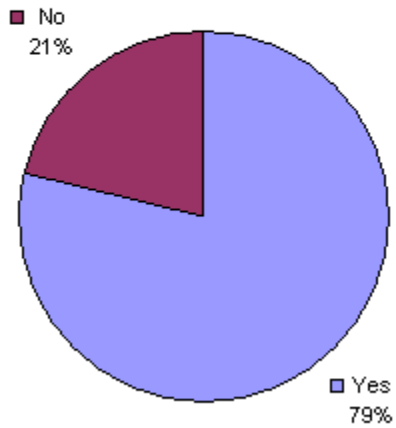


**Summary:**

- 97% said that they were either likely or very likely to recommend Simpson Millar LLP.
- Of the remaining respondents, they either did not give an answer or reasoned that they were unlikely to be in a position to recommend to anyone.

**9. Would you like more information on the services we provide?**

**Question 9**



**Summary:**

- The main reason given for not wanting any more information was that they already felt clued up on our services.

## CWU Branch Representative Questionnaire January 2009

### **Some of the comments branch representatives provided:**

*"All my experience shows that everyone connected with the practice puts a human face on what can be sometime a scary and complex matter."*

*"All my communication with Simpson Millar has been very 'down to earth' and uncomplicated."*

*"At all visits your representatives spend plenty of the time with my members and are very helpful."*

*"The people I deal with are more than informative and friendly and not at all intimidating."*

*"Every time I have had to contact your office, your staff have been most helpful. I have nothing but praise to say about the staff."*

*"I contacted your helpline with regard to some advice on faulty workmanship. The advice was very helpful. In fact someone rang me at 21:00. You can not fault that service."*

*"The members who I have dealt with have praised the advice given by the legal advice phone line."*

*"I have always found Simpson Millar helpful from the top down and would recommend you to anyone that is in need of a solicitor for whatever reason."*

### **We are now looking at some of the suggestions branch representatives have made in an attempt to put some of these in place. We have already identified that:**

- Face-to-face interaction and the human element are viewed as important to CWU reps and their members and will strive to continue this.
- Branch visits are well received and are an area that has been generously praised.
- We should continue to provide a clear jargon-free service and consider other supporting materials such a glossary of legal terms and web tutorials.
- Establish from the outset how frequently the branch rep would like to be contacted regarding a case and fulfil individual requirements.

Feedback is appreciated at any time. Please feel free to get in touch by emailing [leicia.feare@simpsonmillar.co.uk](mailto:leicia.feare@simpsonmillar.co.uk) or calling 0844 858 3200.