

Client feedback

We take client feedback seriously at Russell-Cooke. At the end of each legal issue we systematically gather feedback from our clients to help us improve our services and client relations. The following results are based on feedback received between July 2019 to June 2020.

97%

of our clients were pleased with our overall service

99%

of our clients agreed that we gave clear advice

93%

of our clients agreed that our work and advice were good value for money

96%

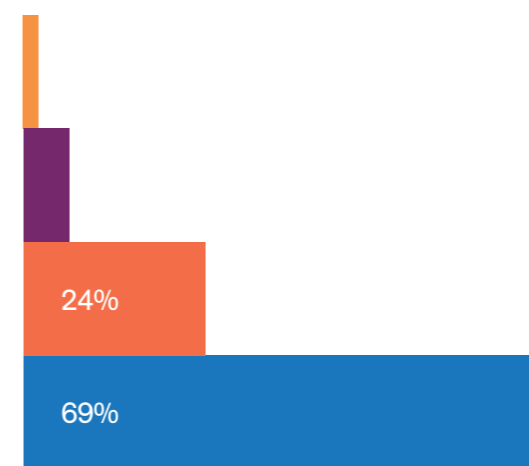
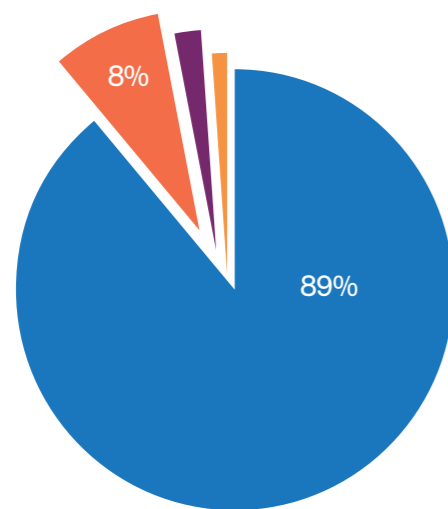
of our clients are likely to recommend Russell-Cooke to family, a friend or a colleague

We strive to keep our level of service high and in-tune with our clients' needs. From drafting a will to advising on a complex insolvency, our mix of individual and business clients have varied needs, which we keep abreast of from start to finish.

We pride ourselves in providing advice that is clear and easy to understand. Avoiding legal jargon means that 99% of our clients were satisfied with the clarity of advice that they received, in both written and oral communications.

Our level of expertise is high and as such, many of our peers in the legal community come to us for advice. Known as the lawyers' lawyer, we meet the Lexcel practice management standard, which is only awarded to solicitors who meet the highest management and customer care standards.

There is no greater indicator of good service than clients recommending our services to their friends and family. Client satisfaction is our top priority and we continue to make it a focus.



■ Strongly agree ■ Slightly agree ■ Slightly disagree ■ Strongly disagree