

# Client Satisfaction Survey 2017



In **2017**, we conducted a client survey on **1,001 random clients** who had used our Legal Help telephone service or who had received either a grant of aid, legal advice or a duty lawyer service during 2016-17. We also conducted 20 in-depth interviews with clients to find out more about their experience of our services.

## Overall satisfaction



■ Very satisfied   
 ■ Satisfied   
 ■ Neutral  
■ Dissatisfied   
 ■ Very dissatisfied   
 ■ Don't know

### Service type

Legal Advice	Casework	Duty Lawyer	Legal Help
66%	78%	72%	62%

### Law type

Family	Criminal	Civil
64%	76%	72%

## Difficulty accessing legal aid?



*'They were good at communicating with me on the phone. They weren't rude, they listened and directed me in the right spot nicely. Nothing they could have done differently.'*

## Clients were generally satisfied with the performance of their lawyer, with:

**82 per cent** agreeing that their lawyer/advisor listened to them

**76 per cent** agreeing their lawyer helped them understand their legal situation.

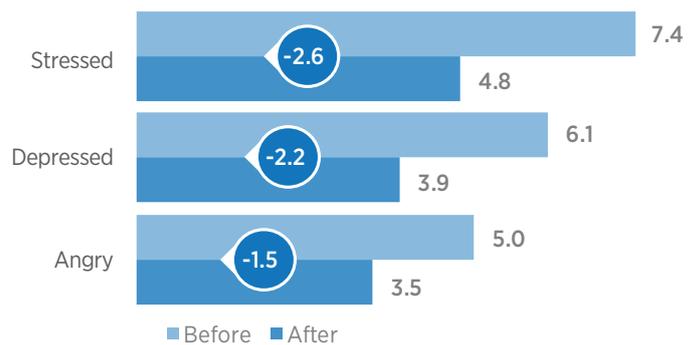


*'They always listen. They always communicate properly. They give good simple explanations. They gave me options.'*

## Impact on emotions

Our services had a very positive impact on clients' wellbeing

### Decrease in negativity after VLA service



### Increase in positivity after VLA service



*'It was a very distressing experience. He calmed me down and went into it step to step. I was very anxious but he made it easier by letting me know what to expect.'*

## Responding to the survey results

Results have declined since the previous survey in 2015 where 76% clients were satisfied. We want to focus on the following areas of improvement:

- **communicating** better with clients about what to expect from our services including **eligibility**
- improving our **referrals** to other sources of help, including non-legal support
- keeping clients **better informed** at key stages of their legal matter.



*'I was shuffled from one office to another. This took forever and when I did end up speaking to a lawyer, it had to be really rushed.'*