

MASSACHUSETTS LABORERS' LEGAL SERVICES FUND  
 1400 DISTRICT AVENUE, SUITE 100  
 BURLINGTON, MA 01803-5201  
 CLIENT QUESTIONNAIRE

Case Number	Client	ATTY	Date
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You have recently contacted your Laborers' Legal Services office about a legal matter involving \_\_\_\_\_.  
 Now that your file is closed, we would like to ask your opinion of how Massachusetts Laborers' Legal Services Fund (MLLSF) handled this matter.

If you have used MLLSF services on other matters, you may receive other questionnaires like this one. Please answer the questions below as they relate to this matter. Mail the questionnaire back to us in the enclosed postage-paid envelope. Thank you.

Directions: Please choose the answer that best describes your opinion and circle the number in the correct column. Please circle one number for each question.

		<u>YES</u>	<u>NO</u>	<u>NO OPINION</u>
1.	I was satisfied with the treatment I received from MLLSF.	1	2	3
2.	I was satisfied with the outcome of my legal problem.	1	2	3
3.	I was treated politely by the receptionist.	1	2	3
4.	I felt I had to wait too long for a returned phone call.	1	2	3
5.	The lawyer or legal assistant who interviewed and counseled me was sympathetic about my problem.	1	2	3
6.	I felt my problem was in capable hands.	1	2	3
7.	I felt I had to wait too long for my first appointment.	1	2	3
8.	I felt that personal information was handled in a confidential manner.	1	2	3

*Please see reverse for more questions*

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|-----|---|---|---|---|
| 9.  | I felt the law was fair in my case.   | 1 | 2 | 3 |
| 10. | I felt it took too long to handle my problem.   | 1 | 2 | 3 |
| 11. | The service I received from MLLSF on this particular matter met my expectations for a law office. | 1 | 2 | 3 |

If so, please explain:

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|-----|---|---|---|---|
| 12. | If you have a legal problem in the future, would you return to MLLSF for representation.  | 1 | 2 | 3 |
| 13. | Do you wish the Fund to contact you regarding your response to this questionnaire?  | 1 | 2 | 3 |
| 14. | Is there any comment you would like to make about any of the staff at MLLSF? Or about any of the service you received? If so, please use the space below. |   |   |   |

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Please mail this questionnaire to:

Massachusetts Laborers Legal Services  
 1400 DISTRICT AVENUE, SUITE 100  
 BURLINGTON, MA 01803-5201  
 (781) 273-3939 or (800) 852-3000