

Colorado Legal Services
Northwest Colorado Legal Services Project
CLIENT SURVEY

You have contacted the Northwest Colorado Legal Services Project for help with a legal problem. When we have finished working on your case, we would be grateful to you if you would fill out this survey and mail it to us at the address listed below. Your answers will help us to improve our program. Thank you!

When you first contacted us for help:

1. How did you find out about our program?
 friend newspaper/radio other agency poster was a client before other
2. In general, how would you rate the service you received from the people you spoke with in our program?
 excellent very good good poor unsatisfactory
3. After you spoke with us, did you know what would happen next? yes no

If we did not refer you to a volunteer attorney:

4. Were we able to help you solve your problem? yes no
5. What could we have done that would have been more helpful to you?

If your case was referred to a volunteer attorney:

6. Did you feel comfortable asking your volunteer attorney questions? yes no
7. Did your volunteer attorney answer your questions clearly? yes no
8. Did your volunteer attorney help you solve your legal problem? yes no
9. How was your legal problem solved?
 by negotiations that I handled myself by a court decision
 by negotiations that my volunteer lawyer handled by a settlement after we filed in court
 other _____ my problem wasn't solved
10. Please tell us your volunteer attorney's name: _____
11. If you paid any money to your volunteer attorney, please tell us how much you paid: \$ _____
and what the money was for: _____
12. What could your volunteer attorney have done that would have been more helpful?

The following questions apply to everyone:

13. If you had another legal problem in the future, would you contact our program for help?
 yes no
14. (Optional information) Please tell us your name: _____
and the County in which you live: _____

Thank you! Please return this form to: Legal Services, P.O. Box 2694, Frisco, CO 80443