

CLIENT SURVEY REPORT – 1st June 2023-31st November 2023

Number of filled in surveys received via email link or post in the last six months: 140 (+63%)	Results of the previous audit are shown in <i>italics</i> below.				
	1	2	3	4	5
Scoring 1-5 (1 being lowest and 5 highest)	0% <i>(1%)</i>	0% <i>(0%)</i>	0% <i>(0%)</i>	5% <i>(8%)</i>	95% <i>(78%)</i>
	Yes		No	Undecided	
Would you be likely to recommend GA to others?	100% <i>(98%)</i>		0% <i>(2%)</i>	0% <i>(0%)</i>	

Client feedback:-

Chantelle was really great to work with, always helpful and able to give clear explanations of what was happening or if we didn't understand a specific part of the process. We found GA Solicitors to be really proactive and available, in stark contrast to our previous experiences with solicitors. Thank you Chantelle (and team) for making our move as stress free as possible, you made such a huge difference for us and we're really glad we chose GA Solicitors. Client of Chantelle Oldaker

Very approachable, client friendly and always explained in a very understandable manner. I would highly recommend GA solicitors to anyone that needs advice. Client of Matthew Rose

Tracey and Theresa were fabulous, always at the end of the phone for any problems I had with filling out paperwork, so patient with me as I am rubbish with technology, it's a wonder I can fill out this feedback form. Ha. They made everything so straightforward and easy to understand. Extremely friendly and so helpful. Can't praise them enough for the handling of the sale of our house. Client of Tracey Flack and Theresa Sampson

Mr. Ellis is an exceptionally gifted and sincere solicitor. He is incredibly knowledgeable, highly efficient and very thorough. Moreover, he genuinely cared and wanted what was best for me. Unfortunately, he had to endure some insulting comments from the individual who was causing me problems. Mr. Ellis remained professional at all times. This was a very difficult time for me and I could not have got through it without Mr. Ellis' help. He was a rock of support and the light shining in my darkness. I cannot commend Mr. Ellis highly enough. My husband and I are beyond grateful! May God continue to bless Mr. Ellis and his future work. Client of Matthew Ellis

Amanda is extremely professional and personable. She has always listened, given me her honest views, professional opinion and also supported me throughout the whole process, I cannot thank her enough for all that she has done for me in a stressful and prolonged Court journey which she has made easier and more manageable. Client of Amanda Lyons

As someone for whom anything legal causes a mild element of panic I found that Catherine guided me calmly and clearly both through matters concerning my recently deceased partner

and through re-doing my own Will so that it all became quite possible. Your receptionists and the general ambience are very welcoming. Client of Catherine Bailey

Michelle made me feel so comfortable, she is very confident and experienced in what she does. During our court hearing she dealt with my case amazingly, she spoke perfectly, and I feel we had a good outcome considering.

I'd highly recommend GA Solicitors and have done already so far.

Thank you for helping me gain my life back again Client of Michelle Grove

Both Rosie and Jenna were brilliant. Clear communication throughout and very helpful. Really grateful for the quick email replies and efficient working. Client of Rosie Plews and Jenna Launder

Kayleigh is a solicitor who knows her law and is happy to take on large companies and solicitors and WIN!!! Bang on with emails, phone calls, and updates, does this lady get any sleep? She clearly loves her job and that shows in her professional approach with clients. She is a star, companies and solicitors NEED to be afraid. First class! Client of Kayleigh Arthurs