



Green Legal

Review Audit Report Summary 1st January 2021 to 31st December 2021



Quality





Report produced for:



Audit report - Summary of reviews 1st January 2021 to 31st December 2021

Review type

Housing and Property

Housing Management	41
Purchase and sale	122
Boundary Disputes	19
Planning	26
Remortgaging	20
Lease Extensions	5
Injunctions	2

Reviews total

235

Review total

ReviewSolicitors can confirm that review requests have been continuously sent out to clients of Green Legal throughout the period stated above.

Review collection method

Case management integration







Report produced for:



Audit report - Summary of reviews

Only reviews collected during this period are shown in the statistics you see throughout this report

1st January 2021 to 31st December 2021

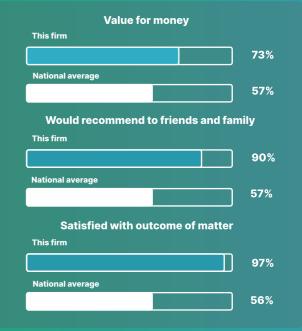


Approachability	****
Value for money	****
Knowledge	****
Initial impression	****
Professionalism	****
Services	****

Review summary

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Report produced for:



Audit report - Summary of reviews 1st January 2021 to 31st December 2021







Green Legal

Positive terms clients used to describe the firm

Positive	Used in the last 12 months	Used in the previous 12 months
Acted with integrity	12	10
Approachable	16	13
Bill was correct	22	22
Clear and practical advice	32	17
Direct contact with my solicitor	12	8
Easy to understand	8	5
Efficient	18	12
First class service	45	47
Fixed fees	72	84
Friendly	12	13
Great communication	13	14
Great legal knowledge	4	5
Great value for money	8	7
Honest	7	12
Honest about costs	19	13
Knowledgeable	10	9
Painless	72	71
Pleasure to deal with	73	70
Proactive	65	66
Professional	44	42
Refreshing approach	55	56
Sensible advice	23	21
Smooth process	17	18
Straightforward	18	19
Tenacious	19	33
Timely responses	32	52
Was kept fully aware	54	66
Won my case	65	88
Would recommend	87	92
Would use again	98	84





Green Legal

Negative terms clients used to describe the firm

Negative	Used in the last 12 months	Used in the previous 12 months
Couldn't speak with my solicitor	4	3
Did not win my case	7	4
Didn't feel like they were on my side	8	0
Didn't make a difference	5	0
Didn't understand	2	0
Difficult to speak with	0	5
elt overcharged	0	6
rustrating to deal with	3	0
ncorrect bill	0	6
ack of knowledge	0	4
acked attention to detail	3	0
.ost paperwork	0	5
/listakes made	5	9
lo communication	0	0
lo pleasantries	5	0
lot helpful	0	0
Poor advice	2	0
Staff always leaving	0	2
Fook too long	0	3
Inprofessional	0	0
Jsed jargon	4	2
Vritten inaccuracies	0	3
/oung and inexperienced solicitors	0	0

Audit report summary of reviews

