



**| The UK's Leading
| Legal Review Platform**

Supporting The Industry

ReviewSolicitors collaborates with the **Solicitor Regulation Authority** and the **Law Society of Scotland**. We support law firms to collect client feedback and to maintain an accurate online profile of their services.



We're supported and endorsed by **more than 30 law societies** across the country, helping law firms to take the first step on their review collection journey.



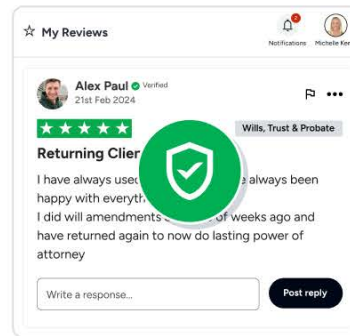
Quick Membership Summary



Industry-leading 35% collection rate from clients



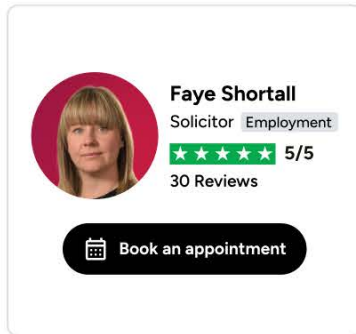
All client reviews on one convenient platform



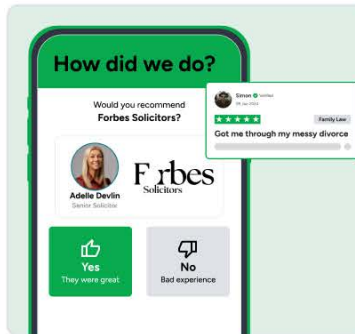
Suspension of non-client and defamatory reviews



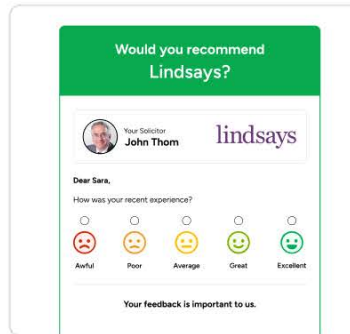
Legal-specific platform



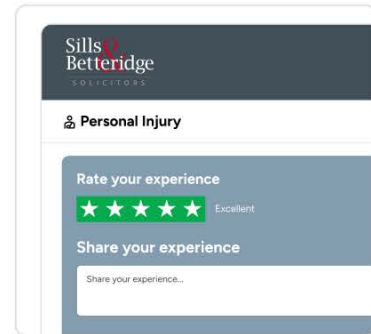
Individual solicitor profiles and review collection



Easy review collection tailored to your law firm



Customisable review invites



Legal-specific questionnaires

Contents

01 About ReviewSolicitors

- 02 The Trusted Way To Find A Law Firm's Reputation
- 03 Whole-Of-Market Legal Review Platform
- 04 Elevating 4,000+ Law Firms
- 05 Leading The Way In Client Review Collection
- 06 Client Reviews Are Now A Regulatory Focus
- 07 All Your Reviews In One Place
- 08 Testimonial: Clarkson Wright & Jakes
- 09 Local And Word-Of-Mouth Referrals
- 10 Built To Help Clients Discover Law Firms

11 Profile Page

- 12 Reputation-Building Profile Page
- 13 Professional Profiles For Solicitors
- 14 Reviews Provide Client Reassurance

- 15 Stand Out From Your Local Competition

- 16 Reviews Get You Noticed

17 Review Invitation Templates

- 18 Review Invitation Templates
- 19 Choose Your Review Invitation Templates
- 20 Control Your Review Invitations
- 21 A Customised Review Request Strategy
- 22 Review Invitation Flow

23 Collecting Reviews

- 24 The Trusted Review Collection Partner
- 25 Collect Reviews Your Way
- 26 Integrate Your Case Management System
- 27 How Law Firms Collect Reviews
- 28 Alternative Ways To Send Out Review Requests

- 29 Mid-Case Feedback

- 30 Benefits Of Mid-Case Feedback

- 31 Industry-Leading 35%-40% Collection Rate

- 32 Testimonial: Slater & Gordon

33 Client Questionnaire

- 34 The Questionnaire Built For Law Firms
- 35 Tailor Your Questionnaire
- 36 Legal Specific Questions
- 37 Questionnaire Length
- 38 Multi-Language Questionnaires

39 Review Control

- 40 Responding To Your Reviews
- 41 Immediate Suspension Of Non-Client Reviews
- 42 48-Hour Temporary Review Suspension

- 43 Defamatory Reviews
- 44 Non-Client Reviews
- 45 Irrelevant And Explicit Reviews
- 46 Testimonial: JMW Solicitors

47 Google Reviews Integration

- 48 Collecting Google Reviews Using ReviewSolicitors
- 49 Google Reviews: How It Works
- 50 Improve Organic Search Results
- 51 Google Star Ratings
- 52 Testimonial: Taylor Rose

53 ReviewSolicitors Widgets

- 54 ReviewSolicitors Widgets
- 55 Our Widgets In Action
- 56 Reviews Demonstrate Your Success

57 Using Reviews For Marketing And Social Media

- 58 Leveraging Reviews In Your Marketing
- 59 Automatically Create Content For Social Media
- 60 Sharing Reviews Automatically On Social Media
- 61 Reviews Attract Online Attention
- 62 Social Media Recognition From ReviewSolicitors

63 Membership Summary And Next Steps

- 64 ReviewSolicitors Features
- 65 Premium Membership Summary
- 66 Ready To Start Your Review Collection Journey?

About ReviewSolicitors

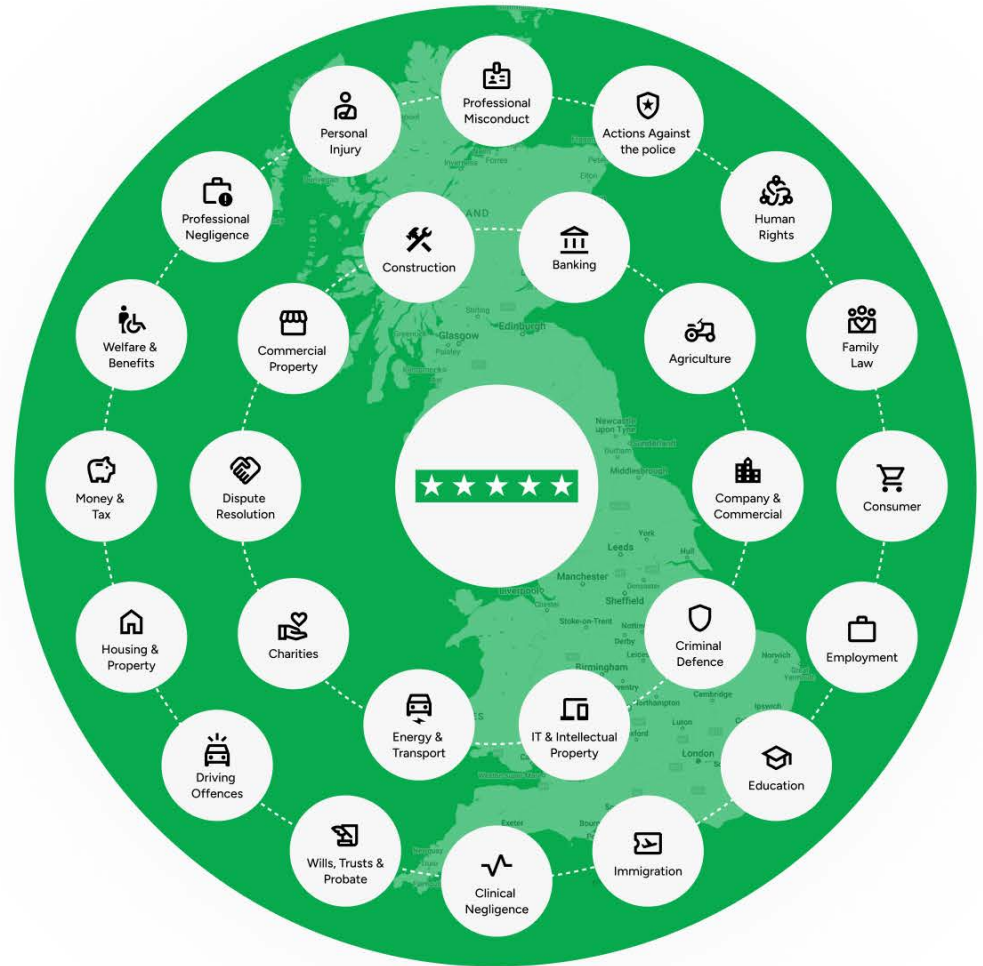
✓ The Trusted Way To Find A Law Firm's Reputation

Each year, more than **8 million** clients use ReviewSolicitors to help them choose the right law firm. Whether they're starting their search from scratch or following a word-of-mouth recommendation, clients rely on our platform for transparent and trustworthy reviews to guide their decision.

The screenshot displays the ReviewSolicitors website interface. At the top, there is a navigation bar with the logo, 'Review', 'Top Firms', 'For solicitors', and a 'Sign in' button. The main heading is 'Find Trusted Legal Advice', followed by the sub-heading 'Read reviews on over 10,000 UK Solicitors'. Below this, there are two rows of solicitor profile cards, each featuring a photo, a star rating, and a numerical score. The first row includes three profiles with ratings of 4.7, 4.3, and 5.0. The second row includes three profiles with ratings of 3.9, 5.0, and 4.6. A search bar is located below the profiles, with the placeholder text 'In your own words, type what you need help with?' and a 'Search' button. Underneath the search bar is a 'Browse by Expertise' section with a grid of category buttons: Housing & Property, Family, Employment, Immigration, Wills Trust & Probate, Personal Injury, Driving Offences, Criminal Defence, Clinical Negligence, and Divorce. The 'Recent Reviews' section at the bottom features three review cards. The first card is for 'John and Rosemary Garrow' (16th July 2024) with a 5-star rating, reviewing 'WGA' for 'Residential Property'. The second card is for 'Rachel D' (16th July 2024) with a 5-star rating, reviewing 'MORR & CO' for 'Consumer'. The third card is for 'Miles' (16th July 2024) with a 5-star rating, reviewing 'MORR & CO' for 'Renewing Last Tes'. Each review card includes a short text snippet of the review.

✓ Whole-Of-Market Legal Review Platform

- ✓ Covering all areas of personal and business law across the United Kingdom.
- ✓ Helping clients to find law firm reviews in over 3,000 legal services.
- ✓ Clients can access profiles of every law firm in England, Wales, Scotland, and Northern Ireland.
- ✓ A law firm with no reviews can still display a profile on ReviewSolicitors.
- ✓ Our data is directly correlated with law firms registered to the Solicitors Regulation Authority.



✓ Elevating 4,000+ Law Firms

As clients turn to online resources to assess a law firm's reputation, ReviewSolicitors highlights and showcases their expertise. We provide the ideal platform to display a collection of client satisfaction.

Leading The Way In Client Review Collection



Anne
23 Jul 2024



Great service

I have used BDB Pitmans for both personal and business. They are very responsive, professional, and always take time to listen and understand your problem. They don't waste time on frivolous communications, I highly recommend them as a firm.



Sylvia
03 Aug 2024



Impressive from start to finish

Vardags is a very impressive, effective, and approachable commercial litigation law firm. The firm fully understood the needs of our business and provided no nonsense advice with common sense.



Daniel
17 Jul 2024



Making a Will

I was very pleased with the service I received from Bella. Everything was explained, costs, etc at first meeting. Amendments required were done immediately and I received excellent communication throughout. I was completely satisfied with the service received....



Nicola
05 Aug 2024



Motorcycle Accident

I was involved in a road traffic accident and RWK Goodman were recommended to me. Louise Hart was very efficient and helpful throughout the process. I believe Louise's diligence and experience resulted in the best outcome possible. I would recommend Louise without hesitation....

- ✓ Over 4,000 law firms use ReviewSolicitors to gather client feedback.
- ✓ A dedicated platform for review collection designed specifically for law firms.
- ✓ Collect client feedback in compliance with all major legal accreditations, such as Lexcel, Legal Aid, CQS.
- ✓ The only review platform to give you instant control over the reviews on your profile.
- ✓ Working directly with The Law Society of Scotland.
- ✓ The leading platform participating in the SRA's pilot scheme for reviews.
- ✓ Supporting over 30 regional law societies.

✓ Client Reviews Are Now A Regulatory Focus

Solicitors
Regulation
Authority

Pilot Scheme
for Reviews



Approved
Supplier 2024

Regulator-Driven Engagement

The Solicitors Regulation Authority (SRA) emphasises the importance of client reviews. 44% of law firms now encourage clients to post reviews, aligning with the SRA's recommendations.

(SRA, 2023)

Positive Business Outcomes

Law firms that actively collect and engage with reviews see improved business outcomes, as clients prefer firms with visible, positive feedback.

(SRA, 2023)

Commitment To Excellence

The SRA highlights that engaging with client reviews and addressing feedback not only improves client services, but also demonstrates a law firm's commitment to client satisfaction.

(SRA, 2023)

✓ All Your Reviews In One Place

ReviewSolicitors allows you to incorporate verified third-party reviews from other platforms. This simplifies the process for potential clients, letting them review your firm's reputation in one place. Consolidating reviews also enhances SEO, which subsequently boosts your firm's visibility and search ranking.



i Showcasing all reviews in one place enhances credibility, providing potential clients with a comprehensive view of your firm's reputation. It simplifies the decision-making process to instruct your firm and strengthens your online presence.

✓ Testimonial: Clarkson Wright & Jakes

“

I head up the marketing team at a law firm which has used ReviewSolicitors for over six years. It's been an excellent way to improve and manage our online reputation, as well as grow our client base. All of our clients are given an opportunity to review how they felt about the service that they received, and this helps the business identify ways in which we may need to improve.



Amy Hickman

Marketing & Business
Development Director



Clarkson
Wright &
Jakes Ltd



Please scan the QR
code to watch the
full video testimonial



✓ Local Referrals

We empower law firms to strengthen their local presence, showcasing positive feedback from your community. This helps to build trust with new clients in your local area and enhances your firm's reputation.

✓ Word-Of-Mouth Referrals

A recommendation may influence the client to make contact, but they will need confidence in your firm's expertise to move forward with their case. Your online reviews play a crucial role at this stage, as they reassure the client that your firm offers a high-quality service.



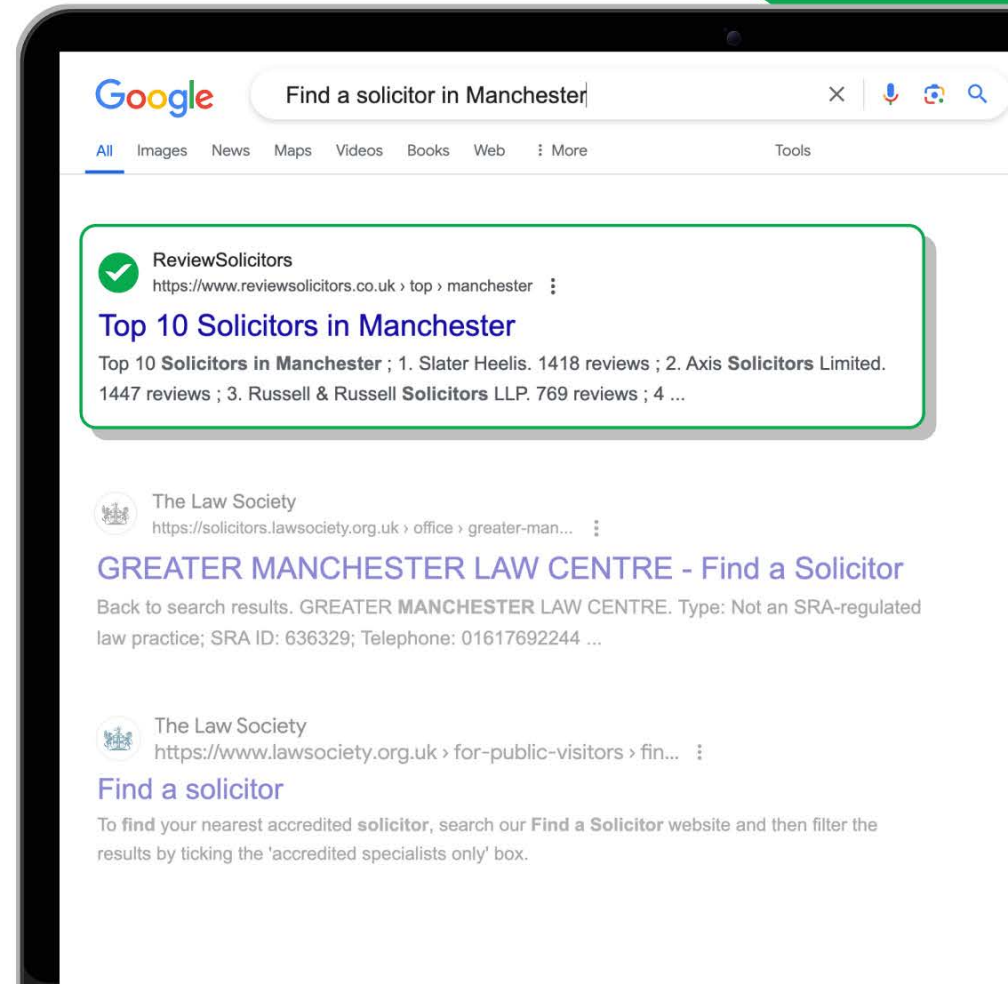
✓ Built To Help Clients Discover Law Firms

8 Million+
Unique visitors

ReviewSolicitors ranks 1st for over
12,000
legal-specific Google search terms

For example:

- ✓ Best-rated business solicitor in Birmingham
- ✓ Manchester solicitors
- ✓ Highest-rated family solicitor



Profile Page

Reputation-Building Profile Page

- ✓ Prominent display of **star ratings** to highlight client satisfaction.
- ✓ Showcase **individual solicitors** on your profile to personalise your firm's team and the range of expertise.
- ✓ Display **legal accreditations** to build trust and credibility.
- ✓ Emphasise your legal knowledge and highlight your rankings in your specialist field to **attract target clients**.
- ✓ Include contact information and business hours to **ensure clients can easily reach you**.



Pepperells Ltd

★★★★★ 4.8 | [1,578 Reviews](#)

● Accepting new clients



Ben Pepperell
Chief Executive

4.9 ★★★★★ 62



Stephen Orridge
Associate Solicitor

5.0 ★★★★★ 34



Chelsea Curtis
Associate Solicitor

4.9 ★★★★★ 38



4.8 Excellent
★★★★★
[1,578 review](#)

Communication	4.7/5	★
Initial Impression	4.8/5	★
Approachability	4.9/5	★
Documentation Accuracy	5.0/5	★
Legal Knowledge	4.7/5	★

↑ 15% higher than National Average

95% Value for money

↑ 12% higher than National Average

98% Satisfied with outcome

↑ 8% higher than National Average

98% Would recommend

Professional Profiles For Solicitors

Empower Your Team

Enable individual solicitors to collect reviews under the umbrella of your firm. With a personalised ReviewSolicitors profile, they can enhance their professional reputation and attract more clients.

Clients are far more likely to instruct a law firm showcasing positive reviews about the solicitor who would be handling their case.

The screenshot shows a professional profile for Alex Barley, a Solicitor - Associate Partner at Slater & Gordon. The profile includes a headshot, a 5.0 star rating from 26 reviews, and a bio stating he qualified in 2007 and focuses on Personal Injury work. Key details include SRA ID 393421, location in Manchester, and a license since 2007. The profile also features a 4.7 overall rating (Excellent) and a list of expertise areas like Personal Injury and Clinical Negligence. A 'Work History' section shows his role at Slater & Gordon from October 2021 to present. The 'Languages spoken' section lists English. The page layout includes navigation links, a breadcrumb trail, and various action buttons like 'Book appointment', 'Request callback', and 'Email'.

review solicitors Review Top Firms For solicitors Sign in

Home > Top firms > Nottingham > Slater & Gordon

Alex Barley
Solicitor - Associate Partner

★★★★★ 5.0 | 26 Reviews

Available now

Alex qualified as a solicitor in 2007 in a mixed litigation and employment law department with a focus on Personal Injury work. Over the years, he...
[Read More](#)

Book appointment Request callback Email

Overview Reviews [Write a review](#)

4.7 Excellent
★★★★★ 26 reviews

#1 Nationally for Housing and property

96% Value 99% Satisfied 98% Recommended

Communication 4.9
Initial Impressions 4.9
Approachability 4.8
Documentation accuracy 4.6
Legal Knowledge 5.0

Expertise
Personal Injury Clinical Negligence

Work History
Slater & Gordon
Solicitor - Associate Partner
slaterheellis October 2021 - Present • 3 years 3 months
1st Floor, Crossgate House, Cross Street, Sale, M33 7

Languages spoken
English

✓ Reviews Provide Client Reassurance

A potential client can hear about your firm through word-of-mouth or via an internet search, and these reviews are crucial for providing reassurance.

Reviews instil confidence in those unfamiliar with the legal sector, offering a real-life affirmation of credibility. They demonstrate your firm's excellent client care whilst ensuring legal transparency.



Reena Chauhan
Solicitor - Associate

★★★★★ 5.0 | 29 Reviews



Over and above the call of duty.

First of all I would like to thank Reena for her outstanding work on our visa application after so many problems in the past. What an amazing and understanding woman. I would highly recommend Reena for any type of immigration services.

by **Emma B M** 01 May 2024

✓ Stand Out From Your Local Competition

Reviews can help to showcase your 5-star reputation to prospective clients. Leveraging previous client experiences can demonstrate the firm's proven legal expertise and outstanding client service.

- ✓ **Prove Your Excellence:** Display reviews that reflect your law firm's ability to consistently deliver top-tier legal outcomes.
- ✓ **Showcase Your Expertise:** Present clients with the high quality of service that they can expect.
- ✓ **Set Yourself Apart:** Establish your firm as the clear choice over local competitors.

The professional service sector is evolving, and reviews are now an integral part of the customer journey. With ReviewSolicitors, you can demonstrate that your law firm delivers unmatched client care.


 reviewsolicitors
Recommended Law Firm

Stephensons
Stephensons Solicitors LLP


 Ranked #1 Locally

4.7 Excellent

2370 Reviews

 93% Would recommend

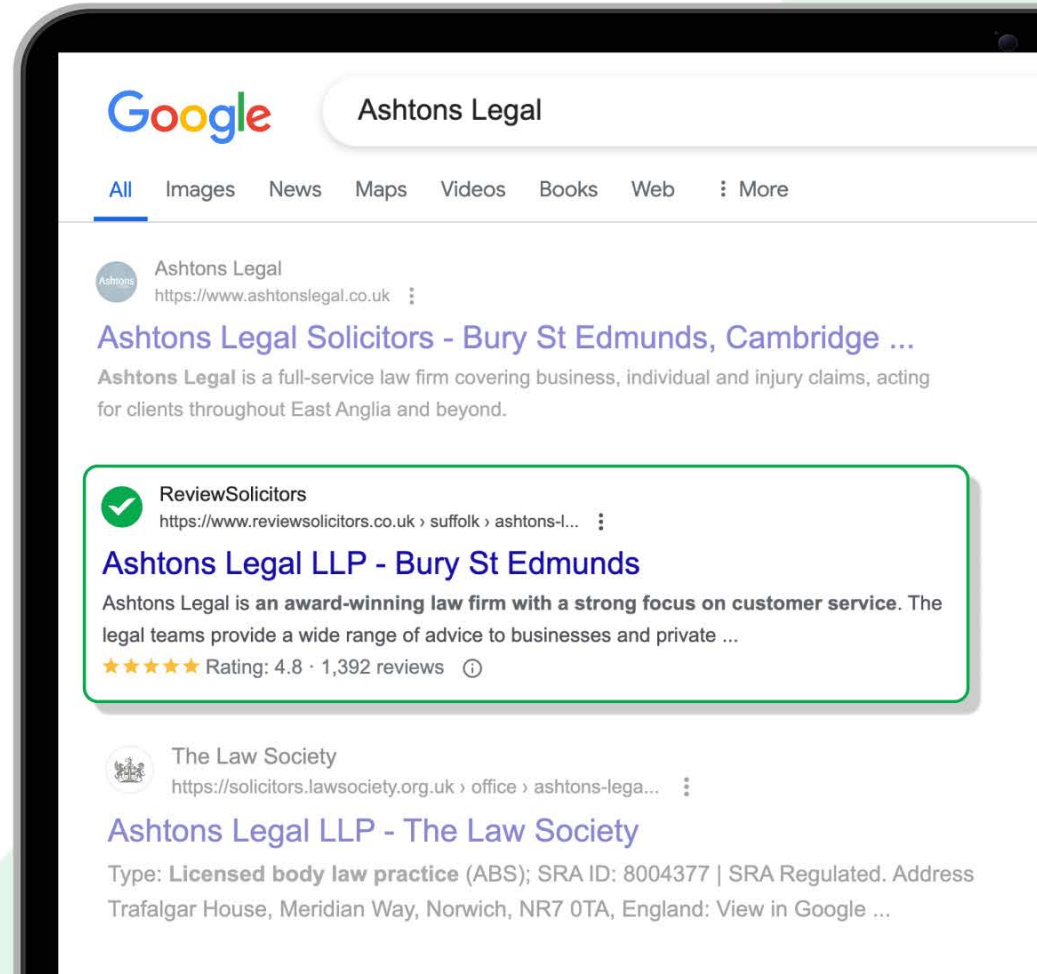
 90% Value for money

 92% Satisfied with outcome

✓ Reviews Get You Noticed

The Importance Of Reviews For Law Firms:

- ✓ **Boost Visibility:** ReviewSolicitors appeared in the Top 3 search results for over 130 million client searches in 2023.
- ✓ **Stand Out With 5-Star Reviews:** Collect outstanding client feedback to feature prominently and attract more clients.
- ✓ **Cost-Effective SEO Solution:** Save on expensive SEO efforts by leveraging the high visibility of your reviews - ReviewSolicitors is often the second listing beneath the firm's website!
- ✓ **Trusted By Google:** Being legal-specific, Google ranks ReviewSolicitors higher than reviews on any other platforms.
- ✓ **Build Trust Online:** Showcase your firm's reputation to prospective clients actively searching for legal services.



Review Invitation Templates

✓ Review Invitation Templates

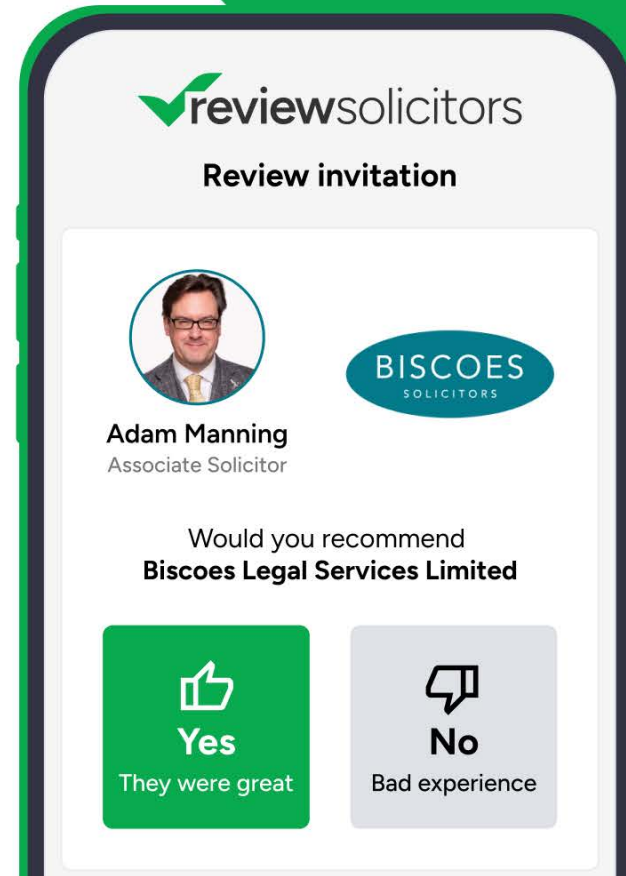
35%

Average Collection Rate for Reviews

Our Review Invitations Include:

- ✓ The firm's logo and branding
- ✓ The individual solicitor profile
- ✓ Various feedback options
- ✓ Integration with Google reviews
- ✓ Tried and tested for the legal market
- ✓ Collection is fully GDPR compliant




Invitations can be sent via email, SMS, and WhatsApp.



✓ Choose Your Review Invitation Templates

Would you recommend FBC Manby Bowdler Solicitors

Your Solicitor
Sharaz Khan



Edit text

Dear John,

We have partnered with **ReviewSolicitors**, the UK's largest legal review site, and would love to hear your feedback. This is really important to us.

You recently used the services of **FBC Manby Bowdler Solicitors**. Please [help up to improve client](#) satisfaction by writing us a quick review.

Thank you,




Team at **FBC Manby Bowdler**

Key features:

- ✓ Choose from over 20 review request templates.
- ✓ Adjust contact frequency for each invite.
- ✓ Easily edit the text of each template.

Would you recommend Stephen Rimmer LLP

Your Solicitor
Noel Martin



Can't see the button? [Click here](#) if not working

Dear John,


You recently used the services of **Stephen Rimmer LLP** please help up to improve customer satisfaction by writing us a quick review.

We have partnered with **ReviewSolicitors**, the UK's largest legal review site, and would love to hear your feedback. This is really important to us.

Yes/No

Would you recommend Ison Harrison Solicitors

Your Solicitor
Reena Chauhan



Dear John,

You recently used the services of **Ison Harrison Solicitors** please help up to improve customer satisfaction by writing us a quick review.

We have partnered with **ReviewSolicitors**, the UK's largest legal review site, and would love to hear your feedback. This is really important to us.

To complete this simple 3 question form please click below

Complete short 3 question survey

Average completion time **30 seconds**


Ison Harrison look forward to hearing what your thought of their service.

Letter style

Would you recommend Pepperrells Solicitors

How was your recent experience with

Your Solicitor
Rebecca Liney



Rate my company out of 5

Awful Poor Average Great Excellent

Can't see the button? [Click here](#) if not working

Wishing you all the best in the future

Rebecca Liney
Research analyst

Satisfaction Scale

Control Your Review Invitations

Invitation Frequency

Regulate review invite requests to prevent overwhelming your client. This increases the likelihood of receiving a quality response.

Set Delays

Control the timing of your invitations to optimise client engagement. Our experts schedule delays between invites to ensure that messages are sent at the most effective times.

Automated Follow-Ups

Enhance response rates by setting up automatic follow-up reminders. This is useful for clients who haven't responded to the initial invitation, ensuring comprehensive feedback collection.

Schedule and manage your review invitations output with precision for optimal engagement.

Set delay

1 Day

2 Days

3 Days (Recommended) ✓

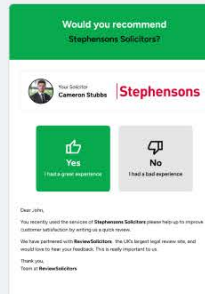
4 Days

5 Days

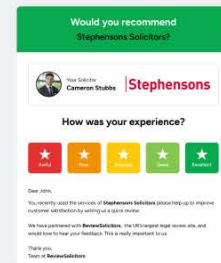
6 Days

7 Days

Attempt 1



Attempt 2



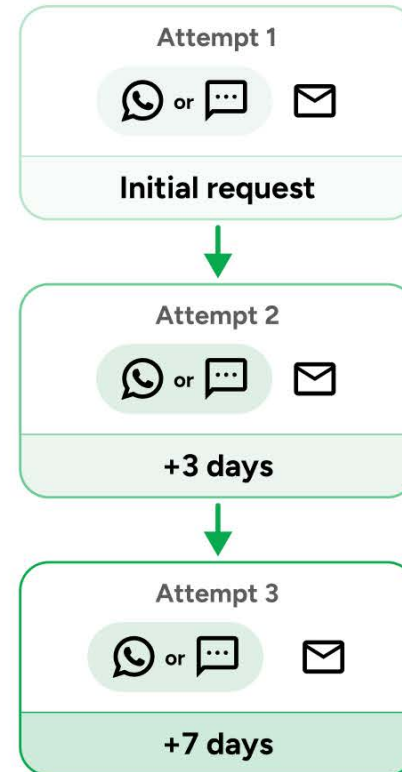
✓ A Customised Review Request Strategy

When Should You Send Review Requests?

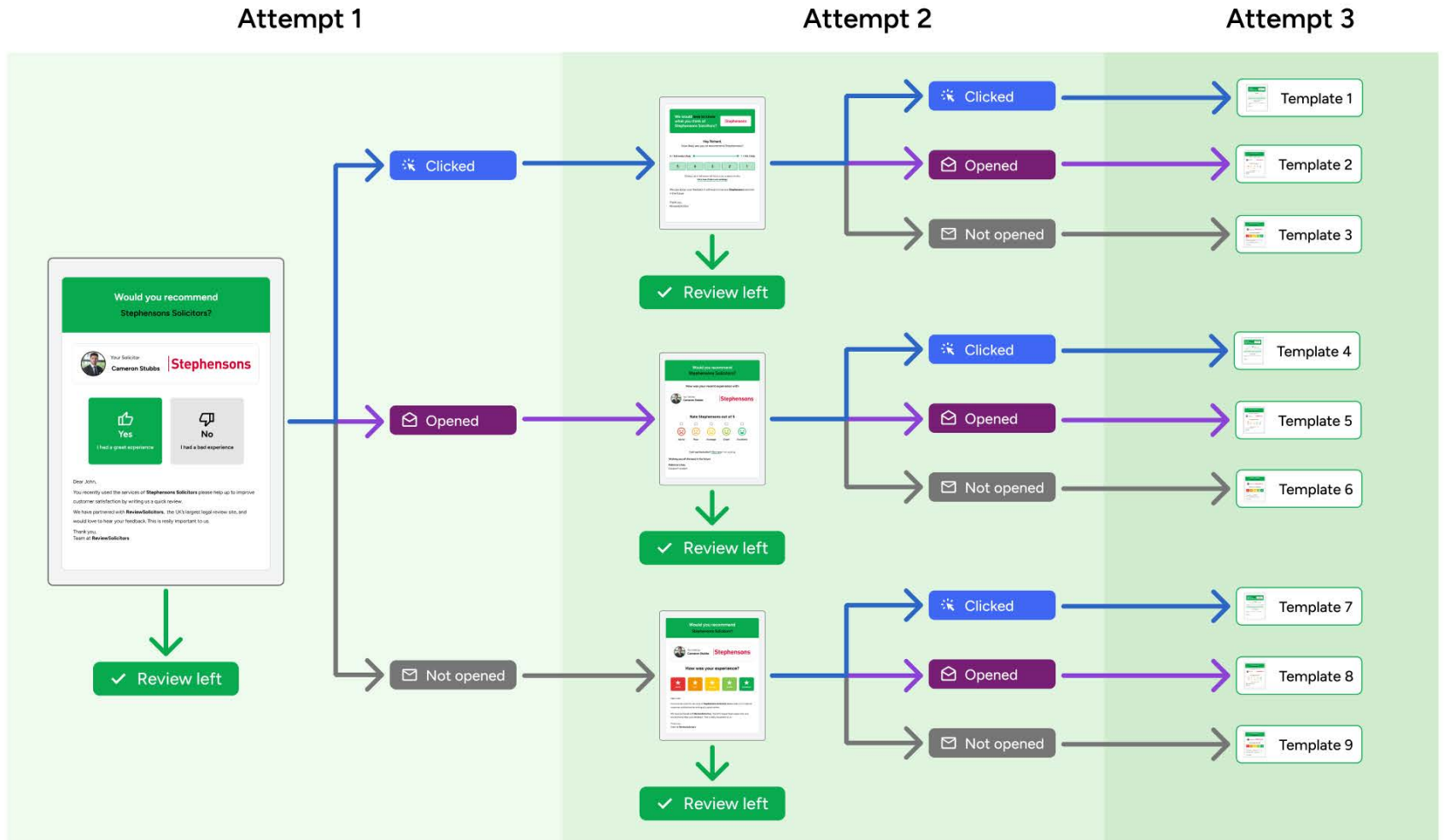
ReviewSolicitors are the experts in collecting client feedback, and we tailor your review collection to meet the needs of your clients. When you join, your account manager can create a bespoke strategy specifically for your firm.

Our extensive understanding of the legal industry ensures we are strategically positioned to manage this for you. You can customise the method of communication, the follow-up attempts, and even the day you wish to request them. We offer a variety of contact methods which allows the client to leave a review, hassle free.

- ✓ **Three** attempts capped.
- ✓ **Email, SMS, and WhatsApp** with all attempts.
- ✓ **09:00 - 20:00** attempt window.



Review Invitation Flow



Collecting Reviews

The Trusted Review Collection Partner

35%

Average collection
rate

4,000+

Firms supported

2.5 million

Reviews collected

28,000+

Solicitors collecting
reviews



There's a reason why reputable firms choose ReviewSolicitors, the market leader in legal-specific reviews.

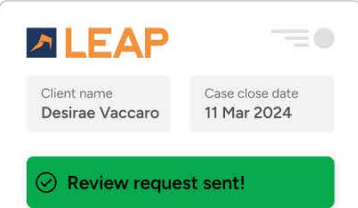
Our platform helps to collect and showcase client feedback, enhancing your online presence and building trust with clients.

✓ Collect Reviews Your Way

We understand that every law firm is unique. ReviewSolicitors gives your firm the freedom to select your preferred review collection strategy, granting you full control on how you engage with your clients.

Case Management Integration Recommended


Verified Review ✓



Once activated, our integration with your Case Management System will automatically send a review request when a case is closed. Follow-ups can be scheduled as needed.

Multi-Purpose Link

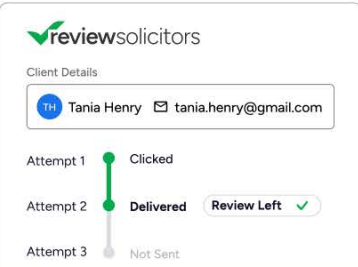
Verified Review ✓



A link that you can send via SMS, WhatsApp, or include in a closing email. This is a practical method for solicitors without a Case Management System.

Single Client Request

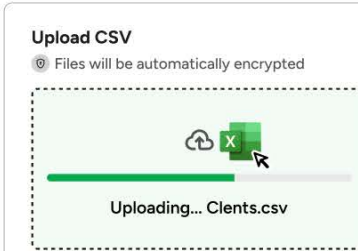
Verified Review ✓



Review requests can be sent out manually or to specific individuals. Using the ReviewSolicitors dashboard, you can add a personal message and automate follow-ups as needed.

CSV Upload

Verified Review ✓



For law firms with a large client base, there is an option for a CSV upload in the ReviewSolicitors dashboard. You are able to send up to 5,000 client review requests at once.

Integrate Your Case Management System

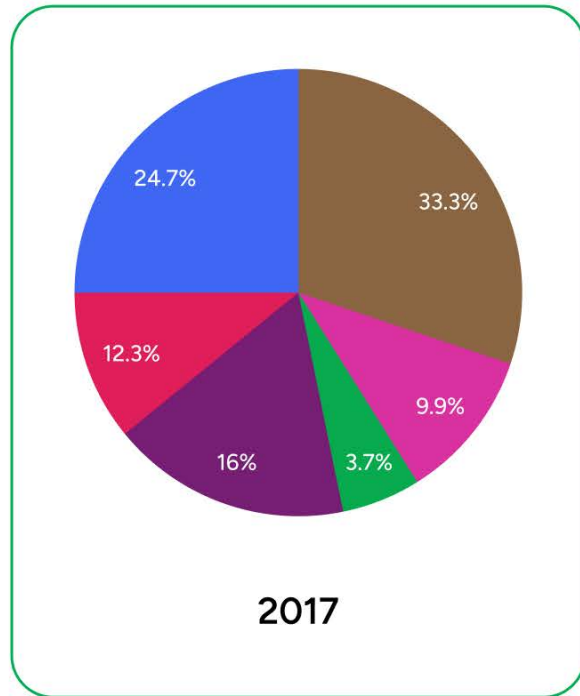
Automatically gather client reviews by integrating your Case Management System with ReviewSolicitors. This seamless integration sends review requests at the conclusion of each case. This can include automated follow-ups as needed, according to your firm's agreed review collection strategy.

This is the most popular and successful way to collect reviews, ensuring consistent feedback collection without additional effort.

			
			
			+ many more

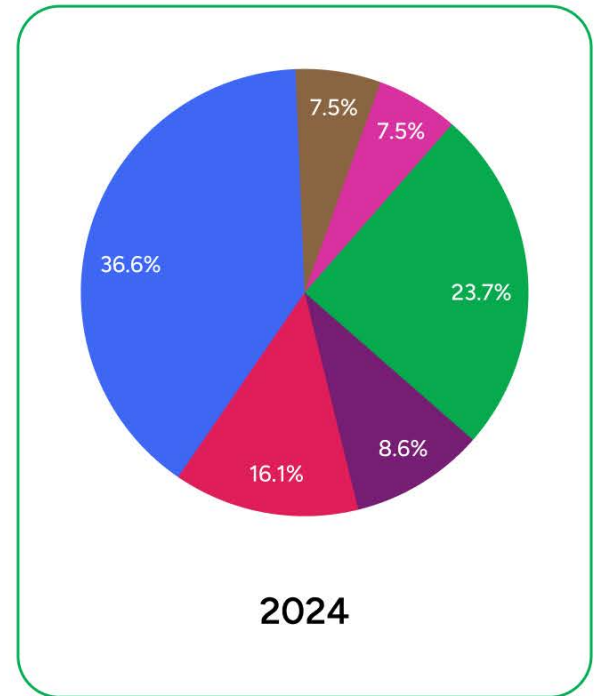
 We also provide an API to support custom-built Case Management Systems.

✓ How Law Firms Collect Reviews



2017

- Case Management Integration
- Multi-Purpose Link
- Single Client Request
- Text Message/WhatsApp
- CSV Upload
- Paper Questionnaire



2024

Alternative Ways To Send Out Review Requests

Your firm can personalise the feedback process to streamline your review collection strategy. Choose from a variety of options, including custom QR codes, individual links, and tailored messaging.

SMS and WhatsApp



Send review links via SMS and WhatsApp. WhatsApp requests offer a high response rate, providing a 40% return in reviews.

This method can also complement other review collection strategies.

QR Code



Clients can quickly leave a review by scanning a QR code using their smartphone. This can be placed on business cards, letters, reception stands, and window stickers. We provide unique codes for each branch and solicitor at their respective firm.

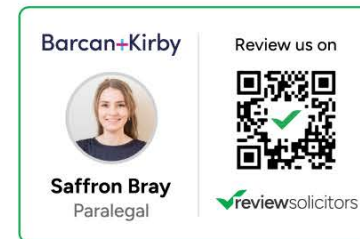
Paper Questionnaire



Some clients may prefer not to post online reviews, or do not have internet access. We can offer them a paper questionnaire instead.

You can upload their responses to your ReviewSolicitors dashboard to display alongside other reviews on your profile.


Review Invitation cards




Review invitation cards are a popular method among individual solicitors. These are portable cards that provide clients with a physical reminder to boost your review collection efforts.

Mid-Case Feedback


Mid-Case Feedback provides an opportunity to check in with a client as their case progresses, ensuring that they are satisfied with its development. By addressing any issues early, you can prevent negative feedback at the end of the matter and secure a 5-star review.




Claire Roantree
Solicitor



Claire would like to check that everything is progressing to your satisfaction?










We have partnered with **ReviewSolicitors**, the UK's largest legal review site, and would love to hear your feedback. This is really important to us.

It's quick and easy to do, simply click on the 'Yes' or 'No' button above to leave your feedback.

Thank you for help - we look forward to hearing from you.

Client Name	Reference No	Date the Feedback Was Left	Feedback
William Kay	196532768	22 Jul 2024	 Yes Everything is running smoothly
Roony Albert	76879790	20 Jul 2024	 Yes Everything is running smoothly
Lilly White	94728722	16 Jul 2024	 No Something is wrong
Anderson Boyle	46576781	12 Jul 2024	 Yes Everything is running smoothly
Monica Hayes	23355156	30 Jun 2024	 Yes Everything is running smoothly



This feedback is private. It does not appear publicly on ReviewSolicitors to help you improve client satisfaction and service quality.

✓ Benefits Of Mid-Case Feedback

Without Mid-Case Feedback		With Mid-Case Feedback
7%	★ 1 Star Reviews	3%
3%	★ 2 Star Reviews	3%
6%	★ 3 Star Reviews	4%
8%	★ 4 Star Reviews	6%
76%	★ 5 Star Reviews	84%

58% Less

1-star reviews by collecting Mid-Case Feedback



ReviewSolicitors has found that collecting Mid-Case Feedback is proven to result in more 5-star reviews for your law firm.

Industry-Leading 35%-40% Collection Rate

Law firms use ReviewSolicitors to achieve a 35%-40% review collection rate. This impressive return rate reflects the effectiveness of our invitation system and legal-specific questionnaire.

Most firms would agree that to get these results you need to be working with a legal-specific platform.

✓ Testimonial: Slater & Gordon

“

The ReviewSolicitors' profile helps us attract new clients because it shows real-life examples of people who have experienced our services. Learning about our solicitors gives clients the confidence to instruct Slater & Gordon based on their positive feedback.



Georgina Chase

Head of Practice - Family Law



Client Questionnaire

✓ The Questionnaire Built For Law Firms

Standard Questionnaire

Branded with your firm's logo

Collect star ratings

Industry-leading collection rate

The screenshot shows a questionnaire interface for Churchers Solicitors. At the top left is the Churchers Solicitors logo. To the right is a language dropdown menu set to 'English'. Below the header is a breadcrumb trail for 'Personal Injury'. The main content area is divided into two columns. The left column contains a 'Rate your experience' section with a 5-star rating (all stars are filled green) and the word 'Excellent'. Below this is a 'Share your experience' section with a text input field. Underneath is a 'Title of your review' section with another text input field. The bottom section is titled 'How would you describe the firm (Click as many as you like)' and lists several optional attributes: Professional, Clear advice, Was kept fully aware, Tenacious, Great communication, Great legal knowledge, Easy to understand, Proactive, Honest, Would recommend, Pleasure to deal with, Timely response, Was kept fully aware, and Timely response. The right column contains a section titled 'You are leaving a review for Churchers Solicitors' with a sub-section 'Your lawyer' featuring a profile picture of Kirsty Moran and an 'Add Lawyer' button with a plus sign.

Designed for legal-specific client feedback

Display individual solicitor profiles

Meets SRA's standard of recommended client feedback questions

Under 90 seconds average completion time

✓ Tailor Your Questionnaire

The screenshot shows a mobile app interface for a client questionnaire. At the top left is the GloverPriest Solicitors logo and name. At the top right is a language selector set to 'English'. The main content area is divided into two columns. The left column contains: a 'Rate your experience' section with a 5-star rating (all stars are green) and the word 'Excellent'; a 'Share your experience' section with a text input field; a question 'Did our legal team meet your expectations for timely updates and communication?' with 'Optional' text below it and 'Yes' and 'No' radio buttons; a checkbox for 'I agree that this review is a fair and balanced view of my personal experience of using GloverPriest Solicitors'; a checkbox for 'I accept the ReviewSolicitors terms and conditions and privacy policy.'; and a 'Submit review' button. The right column contains: a header 'You are leaving a review for GloverPriest Solicitors'; a sub-header 'Your lawyers'; and a profile card for 'Rhys Moss' with a circular profile picture.

➤ Add Your Firm's Branding

Add your firm's colour scheme, branding, and company logo to give the client a consistent experience.

📄 Add Your Own Questions

Tailor the questionnaire with your own questions to gather the most relevant feedback that your firm needs.

📁 Adjust The Questions


You can easily reorder and remove questions to better suit your firm's priorities. This helps to gather the most constructive feedback.

✓ Legal-Specific Questions

Specific To Practice Area

Our experts offer a range of questions to include on your questionnaire, designed to better outline the client's journey with your firm.

These questions can be specified to the client's legal matter. For example, clients that have used a firm for a conveyancing matter will be asked 4-5 questions specific to their property transaction.



🏠 Residential Conveyancing

Rate your experience

★★★★★ Excellent

Share your experience

Share your experience...

Type of service

Housing & Property

How long did your property transaction take to complete?

Optional

Enter your answer...


How smoothly did your property transaction go?

Enter your answer...

How satisfied were you with the communication during your property transaction?

You are leaving a review for
Lyons Bowe Solicitors

Your lawyers

 **Laura Walker**

Add Lawyer +

✓ Questionnaire Length

Short Questionnaire
Completion time: **30-40 seconds**

Rate your experience

★★★★★ Excellent

Share your experience

Share your experience...

Title of your review

Enter the title of your review

I agree that this review is a fair and balanced view of my personal experience of using Slater & Gordon UK
I accept the ReviewSolicitors [terms and conditions](#) and [privacy policy](#).

Submit review

Standard Questionnaire
Completion time: **90 seconds**

Rate your experience

★★★★★ Excellent

Share your experience

Share your experience...

Title of your review

Enter the title of your review

How would you describe the firm (Click as many as you like)

Optional

Professional Clear advice Was kept fully aware Great communication Great legal knowledge

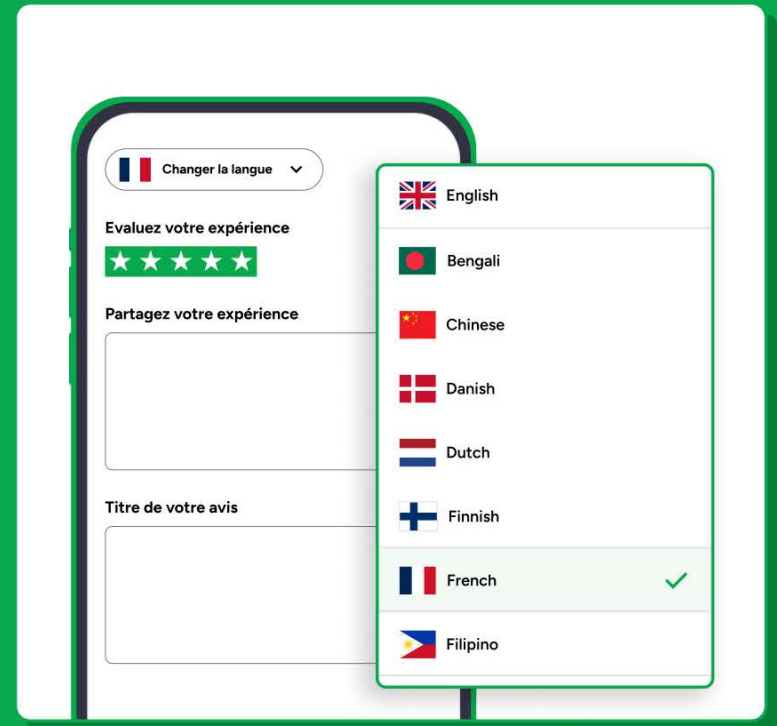
Easy to understand Tenacious Would recommend Honest Pleasure to deal with Proactive

Would use again Was kept fully aware Direct contact with my solicitor Timely response

Approachable Proactive Efficient Refreshing approach Friendly Would use again

Multi-Language Questionnaires

Does your firm deal with immigration clients or provide legal support in another language? ReviewSolicitors has over 50 different dialects, allowing clients to receive and respond to questionnaires in their preferred language.



Review Control

✓ Responding To Your Reviews

By responding to your reviews, you can add significant value to how your firm is perceived by potential clients. If a negative review is raised about the firm, the best thing to do is provide a client-focused response.

Just by responding properly, **70% of all negative reviews can be turned into 5-star reviews.**



Oliver Thornton ✓ Verified

4 Jun 2024



Wills, Trust & Probate

Poor communication

James was knowledgeable during the writing of my will, but I was disappointed by his lack of communication and rushed advice. If he had been more responsive and thorough, I would have happily given a more positive review, but these shortcomings left me feeling uncertain and frustrated.




Response from your solicitor James Patterson

Thank you for your feedback. I apologise for the issues and am committed to improving. Please reach out if there's anything I can do to make it right. Your satisfaction is important to me.

Immediate Suspension of Non-Client Reviews

ReviewSolicitors is the only legal review platform that gives full control to law firms. Our robust review process ensures fairness to both the reviewer and the law firm alike.

When dealing with less favourable reviews, ReviewSolicitors believes client verification is vital.

 48-hour temporary
review suspension

 Defamatory reviews

 Non-client reviews


 Irrelevant and explicit
reviews

✓ 48-Hour Temporary Review Suspension

Instantly Suspend Any Review

Need time to investigate a negative review? With ReviewSolicitors, you can suspend any review and remove it from public view within the first 48 hours of it being posted.

This gives your firm the necessary time to look into the file matter, speak to the fee earner involved, and decide on the best way to respond.

 48 hours suspension applied to the review. The review is not available online until 10:54 17/08/2024



Cristofer Schleifer

16 Aug 2024





Family law

Unprofessional and unresponsive service


I had a terrible experience with this firm. They were unprofessional and unresponsive to my queries. The fee earner assigned to my case lacked knowledge and failed to communicate effectively. I would not recommend their services to anyone.

Defamatory Reviews

 Review was flagged as 'defamatory' and instantly removed.
19 April 2024



Ann Curtis
19 April 2024

 Family law

Family

This law firm stole my money, they are pirates. Not recommended.

Instantly Suspend Defamatory Reviews

ReviewSolicitors does not allow defamatory reviews on our platform. Whilst other review websites require a long process to justify a removal, we give you immediate control.

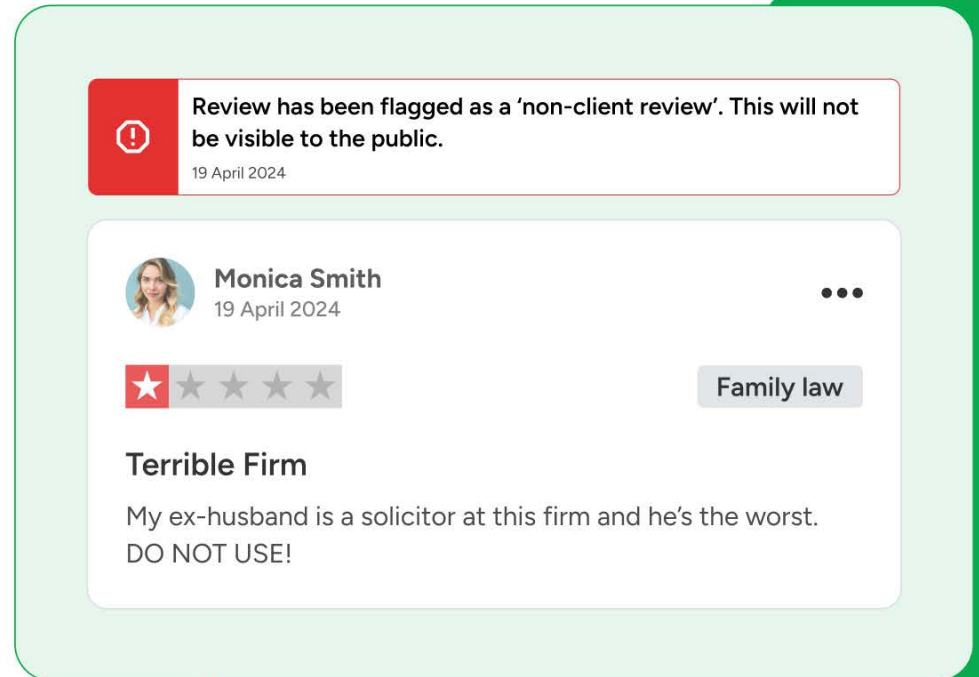
You can instantly report and suspend defamatory reviews - your complaint is then sent to the poster of the review. Until evidence is provided and the issue is resolved, the review cannot be viewed by anyone publicly. This ensures fairness for both clients and law firms and prevents biased criticism.

✔ Non-Client Reviews

Instantly Suspend Non-Client Reviews


As a platform dedicated to verified users of legal services, non-client reviews have no place on ReviewSolicitors. We understand that there may be opposition parties or individuals that may purposefully try to leave a negative review of your firm.


Once reported, our platform will not publicly show a review until the poster can provide proof that they were a client. Without evidence, the post is removed and the user is banned from leaving further reviews.




The screenshot shows a notification banner at the top with a red background and a white exclamation mark icon, stating: "Review has been flagged as a 'non-client review'. This will not be visible to the public." Below this is a review card for Monica Smith, dated 19 April 2024. The review has a 1-star rating (one red star, four grey stars) and is categorized as "Family law". The review text reads: "Terrible Firm" followed by "My ex-husband is a solicitor at this firm and he's the worst. DO NOT USE!". A three-dot menu icon is visible in the top right corner of the review card.

Irrelevant And Explicit Reviews

 This review has been removed as it did not meet our guidelines for relevance and appropriateness to legal services.
12 May 2024

 **Theo Larin**
12 May 2024

 Conveyancing

Not friendly

This law firm did not allow me to park my car in their car park when I was visiting the supermarket next door.

Instantly Suspend Irrelevant Reviews

ReviewSolicitors guarantees that all reviews maintain relevance and appropriateness for legal services. Irrelevant or explicit reviews can be instantly suspended. This helps to maintain a professional and respectful environment, ensuring that only pertinent and constructive feedback is visible on your profile.

✓ Testimonial: JMW Solicitors

“

I believe more firms should be looking to go into the world of online reviews, and they should be looking at ReviewSolicitors. It's a great time-saving tool that also promotes the firm. My account manager is extremely useful, they helped me set up our profile and all the individual solicitor profiles. Effectively, they got us up and running in no time at all.



Daniel Clark

Director of Marketing and Partner



Google Reviews Integration

✓ Collecting Google Reviews Using ReviewSolicitors

Merge All Google Reviews Into Your Profile!

Combine Your Reviews

Struggling to collect reviews? You're not alone. To leave a Google review, the client must have a Gmail account, and less than 20% of clients do. Collecting solely through Google results in your law firm missing out on 80% of client feedback!

Our integration with Google bypasses this hurdle, enabling law firms to collect Google reviews in addition to collecting reviews on our own platform.

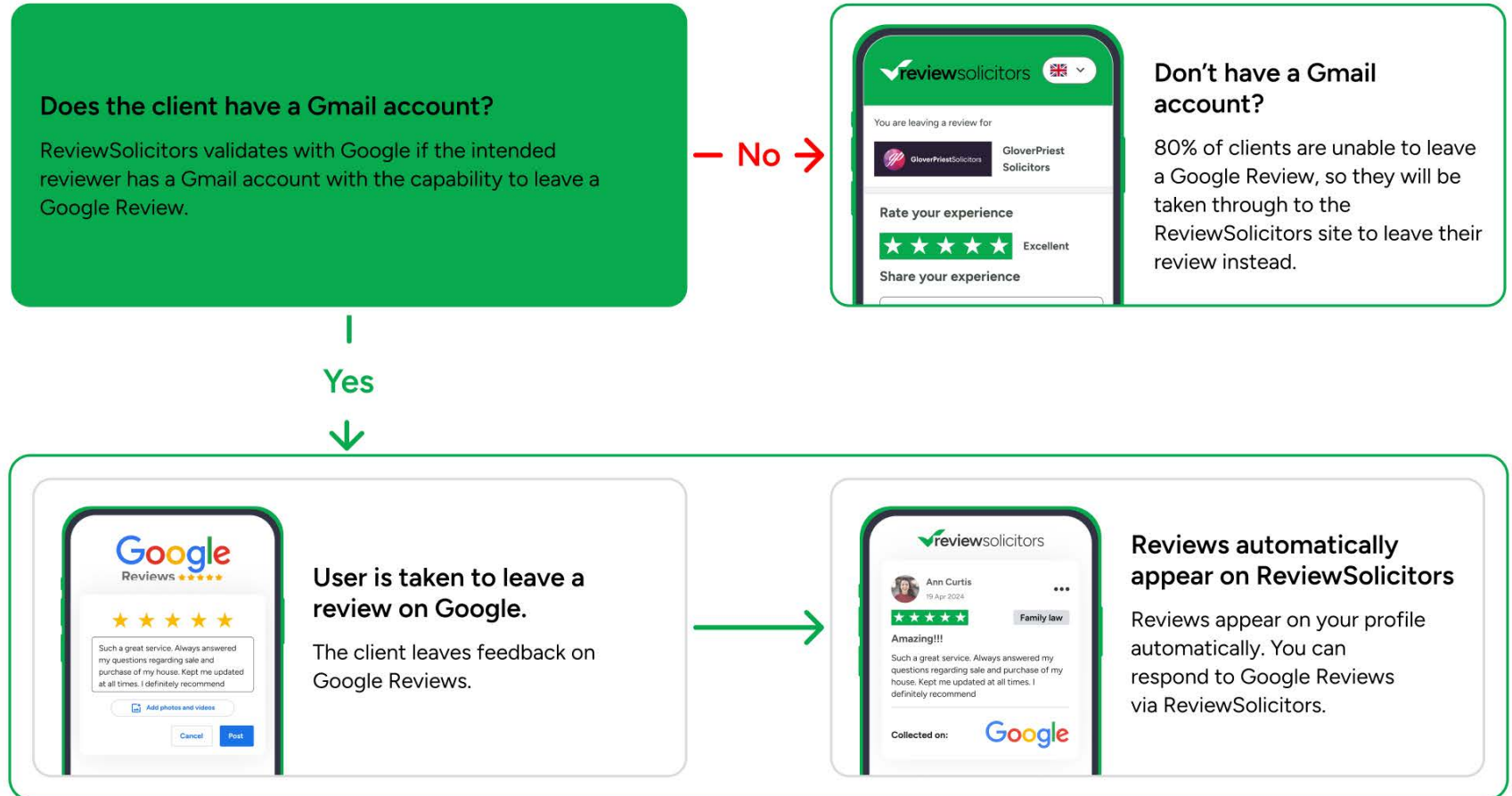
With our review invitations, Gmail users are taken directly to Google to leave a review. A client without a Google account is taken to our website instead - all reviews are then collectively shown on your ReviewSolicitors profile page.

You can even respond to your Google reviews through your ReviewSolicitors account.



✓ Google Reviews: How It Works

ReviewSolicitors incorporates Google Reviews to build your online reputation. Combining our services with Google will dramatically increase your review collection rate.



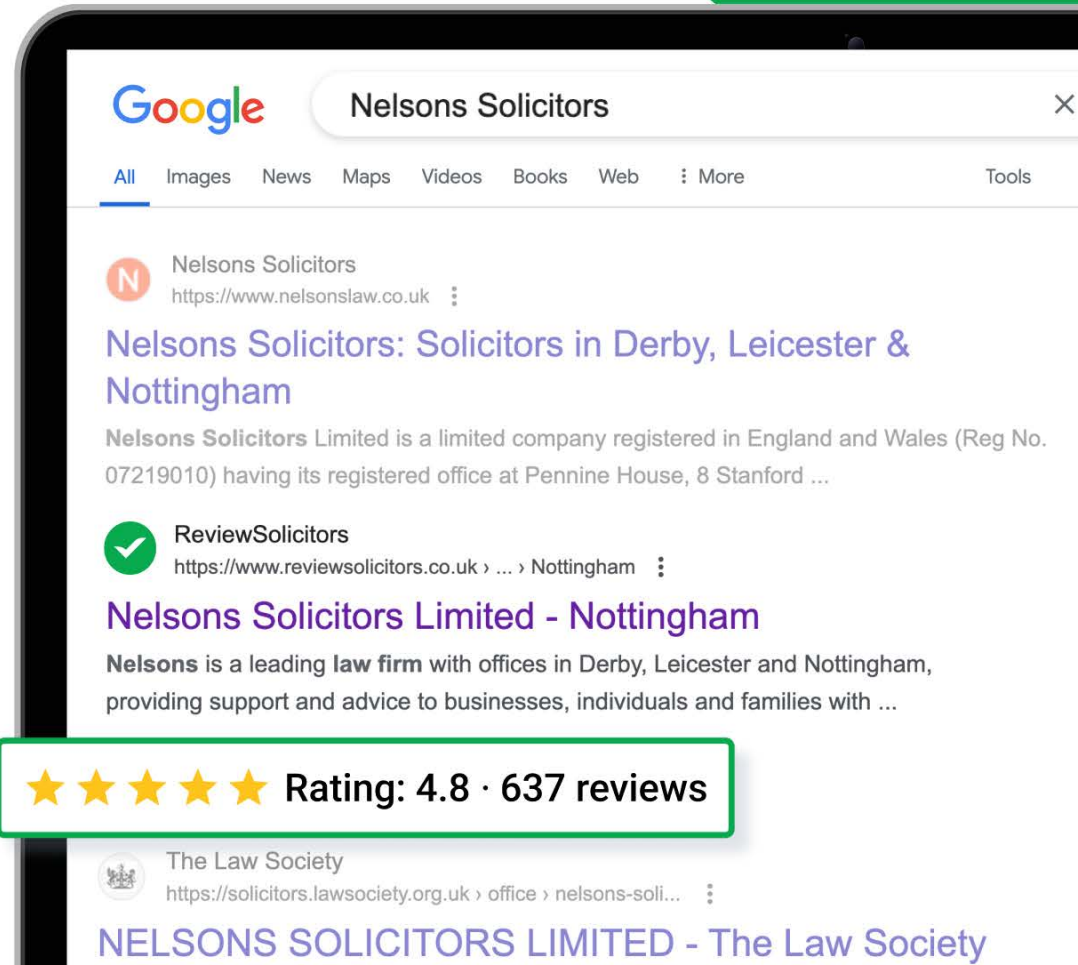
✓ Improve Organic Search Results

Boost Your Firm's Visibility

Collecting reviews through ReviewSolicitors is proven to improve organic search results for your firm. Get noticed with a 5-star rating when a new client researches your company!

Save On Pay Per Click (PPC)

Law firms that collect reviews through ReviewSolicitors have been able to save tens of thousands of pounds on PPC campaigns with Google.



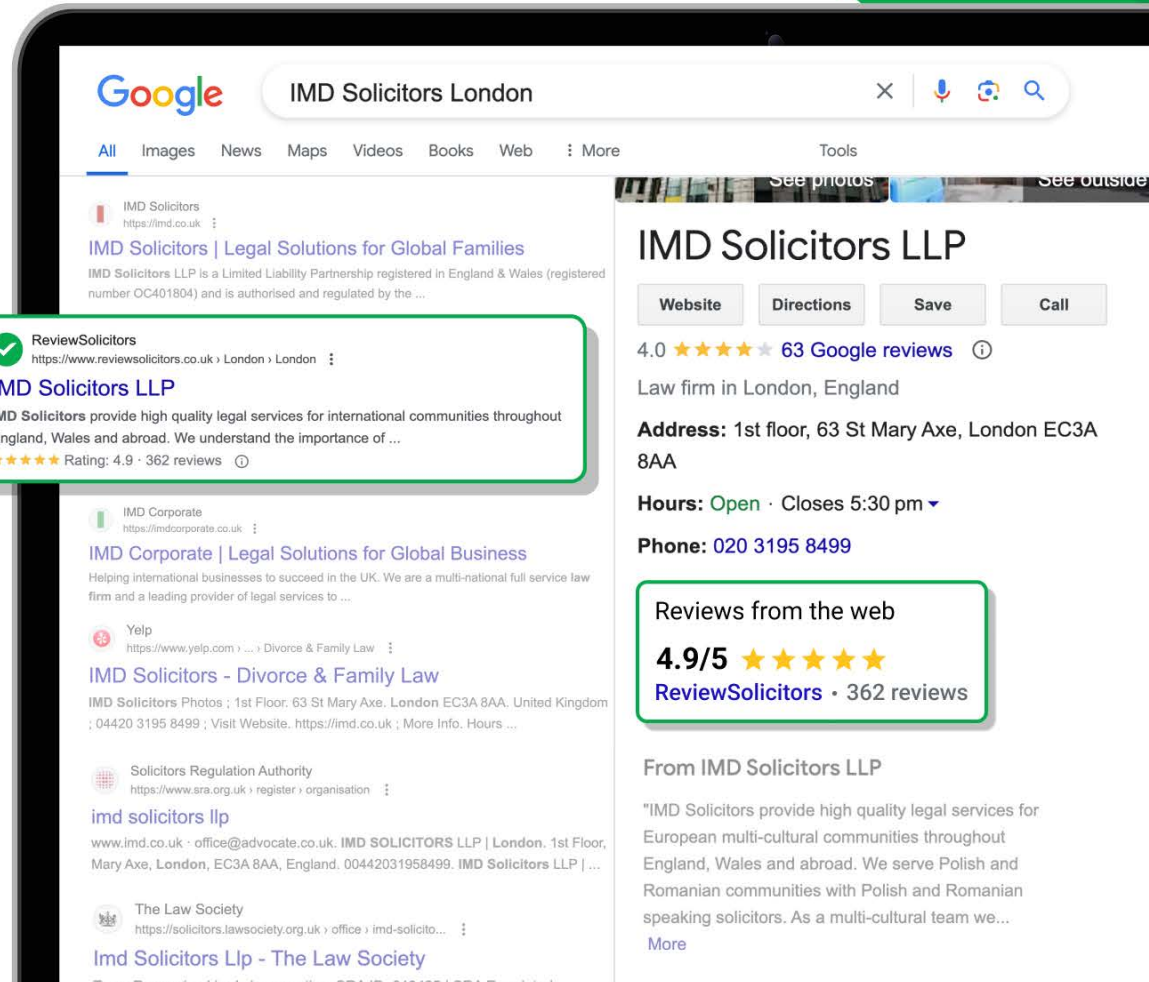
✓ Google Star Ratings

Boost Organic Listings

The star rating and reviews on your ReviewSolicitors account ranks your firm higher in Google's organic listings.

Enhance Reputation With Google

Your reviews will feature prominently on Google for all existing and potential clients to see. This enhances your firm's reputation, adds credibility, and results in new client instructions.



✓ Testimonial: Taylor Rose

“

My advice to firms that are yet to engage with review platforms - look for the most reliable space that can represent you. Clients spend so much time doing their research, they will go to ReviewSolicitors to seek validation that the firm can be trusted. Reviews are the best way of providing that kind of reassurance.



Helen Lebozzo

Partner & Head of Client Care



TAYLOR
ROSE

SMART
MODERN
LAW

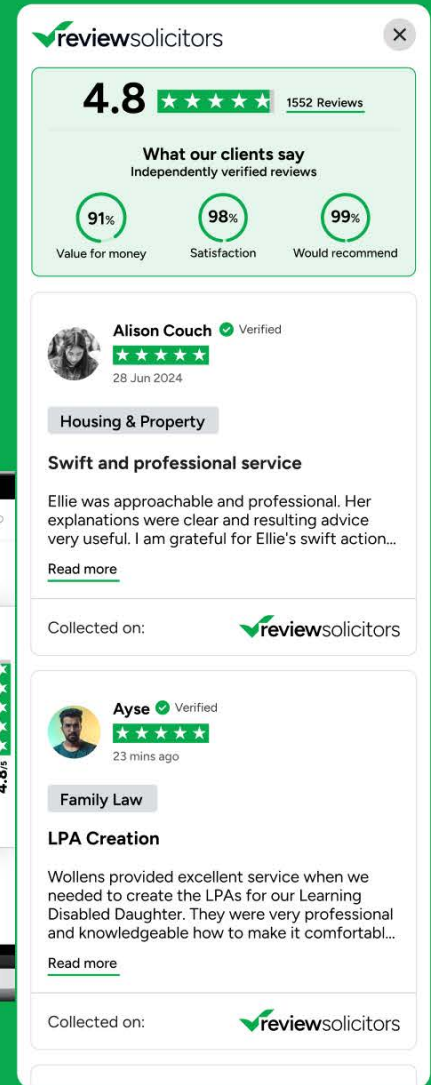
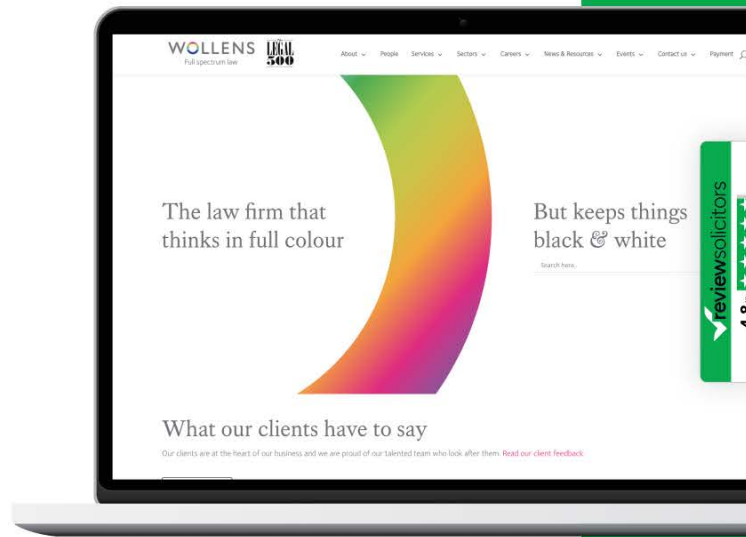
Taylor Rose

ReviewSolicitors Widgets

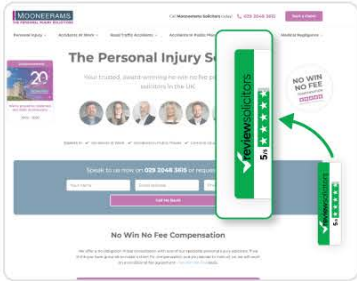
ReviewSolicitors Widgets

Displaying a ReviewSolicitors widget on your website can boost client enquiries by up to 81%. Clients expect to see reviews from independent third-parties, and showcasing these reviews builds trust and credibility.

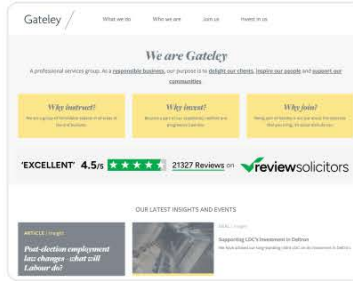
Displaying authentic client feedback helps you meet client expectations and significantly boosts the likelihood of potential clients choosing your firm.



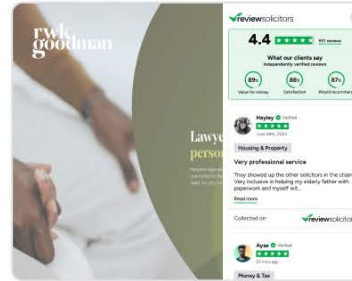
Our Widgets In Action



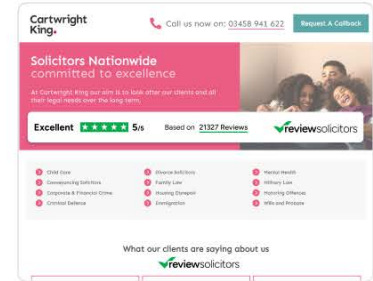
Mooneerams
Side Widget



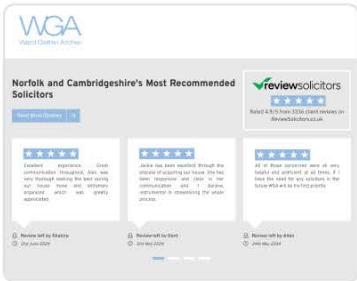
Gateley
Transparent Widget



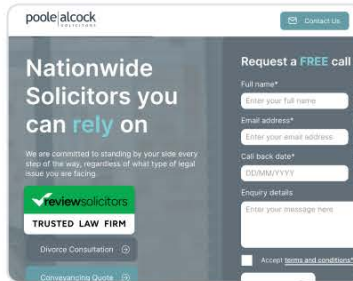
RWK Goodman
Drawer Widget



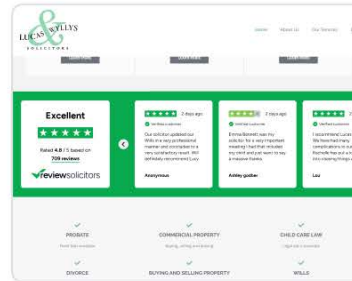
Cartwright King
Dropdown Widget



Ward Gethin Archer
Custom Widget



Poole Alcock
Trusted Badge Widget



Lucas & Wyllys
Carousel Widget



Howells Solicitors
Full Page Widget

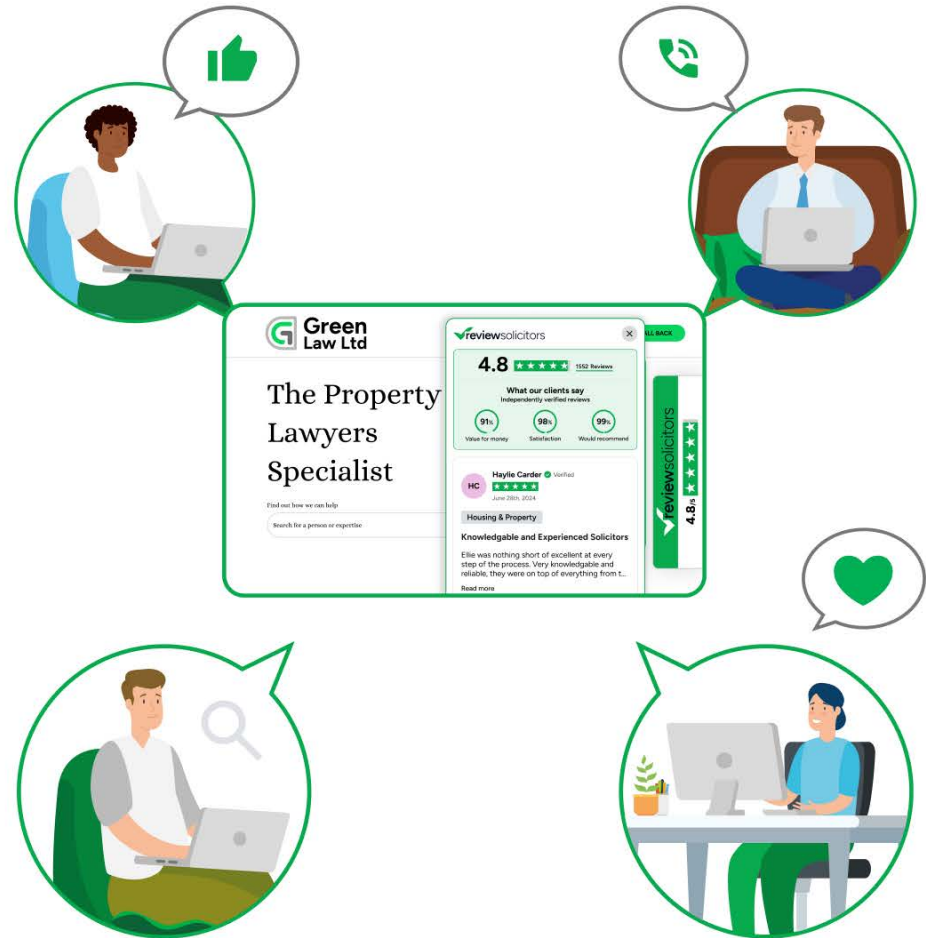
i Over 40 different widget styles to choose from.

Reviews Demonstrate Your Success

When did you last stay in a hotel with no reviews? We use reviews to determine the level of service we expect to receive, and legal services are no different!

A previous client can provide the most powerful endorsement. In their own words, they can offer compelling reasons why your law firm can meet the legal needs of future clients.

Reviews measure the customer experience, and a positive review instills a level of trust. Let their personal experiences showcase your expertise and dependability.



Using Reviews For Marketing And Social Media

✓ Leveraging Reviews In Your Marketing

Strengthen your marketing strategy by showcasing your 4-star and 5-star ratings on social media. These reviews are automatically posted, maximising the reach of your positive reviews and boosting brand awareness for your firm.

Using social network platforms to display exceptional reviews also increases client acquisition, as this demonstrates that your firm takes pride in remarkable client care.



“

Efficient and high quality service. Natalie was great explaining things to me in the way that I can understand and was always available to answer any of my questions.

She acted in a very professional yet friendly manner and was absolutely brilliant.

Thank you Natalie!

”

NATALIE GREEN
Solicitor

MOONEERAMS
THE PERSONAL INJURY SOLICITORS

★★★★★

Rated 5 Stars by our clients on ReviewSolicitors.co.uk

Personal Injury

Andrea
Mooneerams Client



Herrington Carmichael
SOLICITORS

★★★★★


NICK, CLIENT

“

I'm very grateful to the Herrington Carmichael team for providing the smoothest and most efficient conveyancing experience I've ever had. A great mixture of professional yet friendly personal service - top marks!

”

Collected on

review solicitors



review solicitors
4.9/5 EXCELLENT
★★★★★

★★★★★

Top Family Law Firm in Rotherham & Barnsley

Howells Solicitors now feature as the top Family Law firm in Rotherham and Barnsley on ReviewSolicitors. Results are based on reviews collected from clients in the last 12 months on ReviewSolicitors and take into account a law firm's accreditations, experience, size, notable cases, Legal Ombudsman and disciplinary records.

READ OUR REVIEWS

reviewsolicitors.co.uk/south-yorkshire/sheffield/howells-tip

howells solicitors

Automatically Create Content For Social Media



Turn your client reviews into eye-catching social media posts for Facebook, X (formerly Twitter), Instagram, and LinkedIn.

Automatically generate engaging content that showcases your firm's positive feedback and enhances your online reputation.

What our clients say about us

TOZERS



Emma McAdam
Solicitor

★★★★★

I had a very positive experience with Tozers whilst selling my house. The staff are very friendly and always there if I had any queries...

David - Client

 **reviewsolicitors**
Rated 4.7/5 based on 1671 reviews



Alison Gill
Solicitor

★★★★★

My matter was dealt with efficiently. Probate took some considerable time to complete (through no fault of Barcan + Kirby) but I was kept informed throughout.

Rustum Alom

Barcan+Kirby

 **reviewsolicitors**


“


Probate Service

We have been on retainer with Wolferstans for 2 years now and would not look back. Always quick to respond to our queries and questions. Being a small family business we feel like we have value for money and peace of mind in all our HR needs. Thank you team!

★★★★★

Stephen
23 Jan 2024



 **reviewsolicitors** Rated 4.7/5

Sharing Reviews Automatically On Social Media

As part of your membership, you can set up automatic posts for 4-star and 5-star reviews on social media. This generates fresh marketing content for potential clients, effortlessly maintaining your active online presence.

1 Select the platform

Schedule posts

Social media

LinkedIn Facebook X Instagram

Schedule posts

Daily

Weekly

Monthly

2 Select what to post

Type of post

Client Reviews

Star Ratings

Review Highlights

Positive Feedback

Top Reviews

3 Generate engaging social media posts!

The third step shows three examples of social media posts generated from reviews. Each post features the Ashtons Legal logo and the ReviewSolicitors logo. The top-left post shows a 5-star review from E.E. Lancaster: "They were knowledgeable, professional and friendly. I had direct contact with my solicitor and would use them again again." The top-right post features a 5-star review from Andrew Skuse: "Lovely experience with Andrew Skuse of Ashtons Legal. He helped me with conveyancing and he helped to make a stressful experience into a smooth, no-guess-work process. He gave prompt information which meant that we were able to proceed with developments quickly." The bottom-left post shows a 5-star review from Caroline Reinbach: "I was very daunted when I began this process, but Wendy put me at ease straight away, and handled my case with such efficiency and professionalism. I can't thank Wendy enough." The bottom-right post shows a 5-star review from Theresa: "Very helpful assistance from Sandra Gould today. She helped my mother and I work through obtaining paperwork. Extremely grateful to her and her calm and efficient manner." Each post also includes the reviewer's name and the date of the review.

Reviews Attract Online Attention

Thousands of law firms can already see the benefits of sharing their 5-star success. Here are some examples:

review solicitors

★★★★★

Slee Blackwell Solicitors LLP

“Elizabeth was the only solicitor I found that would take my case on. Although we never met in person, Elizabeth kept me well informed on a regular basis. Excellent service and would highly recommend. Thank you.”

Elizabeth Duncan
Partner

By Cheryl

Rated **4.7/5** based on **1671** reviews

review solicitors

AnthonyGold

★★★★★

Excellent professional and efficient service!

Peter Mantell at the Elephant & Castle branch dealt with the conveyancing of my new house purchase. He was very good and efficient. I would recommend him and Anthony Gold Solicitors.

By Indran

review solicitors

review solicitors

Will and LPA

★★★★★

Sam Reid was exceptional throughout - highly responsive, commercially aware and always calm under pressure, despite some very challenging elements to both transactions. We will continue to use and recommend Sam.

Dan Partridge | 1 month ago

TOZERS

Francesca Turnbull
Paralegal

review solicitors

★★★★★

Great sale

It was a pleasure dealing with Jenny. Communication was very good and kept me updated with how things were going. The sale was stress free and I would use Jenny again. 😊

Lawrence
June 21, 2024

TAYLOR ROSE TRW SMART MODERN LAW

100 Reviews

Many thanks for all your help!

We were so pleased with the guidance and assistance provided by Paige. We both feel extremely confident that our wishes and aims have been met, I wouldn't hesitate to recommend Paige and the team at Brachers.

★★★★★

Harry Iris

review solicitors

Paige Hinkins
Solicitor

Brachers
With you all the way

review solicitors

Reaching **940** Reviews

HUGH JAMES

4.9/5 ★★★★★

✓ Social Media Recognition From ReviewSolicitors

ReviewSolicitors recognises great 5-star feedback, highlighting your excellence in client care. We can share these milestones on platforms like Facebook, X, Instagram, and LinkedIn to enhance your firm's reputation and attract new clients. This is beneficial for fostering a culture of excellence internally, providing the firm with more achievements to celebrate.



ReviewSolicitors-Recognition
2,135 followers
2mo · Edited · 🌐

👏 Excellence Rewarded! 🌟

A big congratulations to **Helen Neville** from **Bond Turner** for receiving an excellent 5.0/5 review! 🌟

#legal #lawfirm #uklaw

Linda Henry

reviewsolicitors

★★★★★

Excellent service...

"Helen Neville has been excellent from the start to end of my recent case. I am very grateful for her taking the time to speak with me, educate and advise me. She has been supportive when I have needed encouragement and remained professional throughout..."

Clare | February 22, 2024

BOND • TURNER

👍❤️ 37 3 comments · 2 reposts

Reactions

ReviewSolicitors-Recognition
2,135 followers
2mo · Edited · 🌐

👏 Roy Magara, the shining star in #EmploymentLaw! 🌟

With **280 reviews** and a flawless **5.0/5 star rating**, his excellence is clearly reflected in the client testimonials.

Clients can't stop pouring him with positive words, and it's no surprise why. Keep up the stellar work, Roy Magara from **Magara Law!** 🌟

#legal #uk #solicitors

reviewsolicitors

"Roy has been effective at getting an outcome, quickly and professionally."

"Fanatic, swift, practical and commercially sound advice."

Roy Magara
Deputy Head of Clinical Negligence

Magara Law
AN INVESTOR FIRM

★★★★★ 5.0/5

280 client reviews

👍❤️ 41 4 comments

Reactions

ReviewSolicitors-Recognition
2,135 followers
2mo · Edited · 🌐

👏 At the Heart of Excellence: **Gilson Gray LLP**, Your Trusted Legal Partner! 🌟

With **558 client reviews** and a solid **4.7/5 average star rating**, it's clear that client excellence is at the heart of their firm. 🌟

#legal #lawfirm #solicitors #uklaw

GILSON GRAY

REACHING

590

REVIEWS

4.7/5 ★★★★★

reviewsolicitors

👍❤️ 41 1 comment · 7 reposts

Reactions

ReviewSolicitors-Recognition
2,135 followers
2mo · Edited · 🌐

👏 Congratulations to **Slater & Gordon (UK)** for securing their **TOP 3 position** in #personalinjury law firms in Greater Manchester! 🌟

Their impressive number of reviews and outstanding average star rating clearly demonstrate their commitment to providing exceptional legal services.

Madelene Holdsworth, Aishleen Davies

Slater Gordon
Lawyers

TOP

PERSONAL INJURY

3

GREATER MANCHESTER

June 2024

reviewsolicitors **4.7/5** ★★★★★

Based on over 21,300 client reviews

👍❤️ 29 1 comment · 5 reposts

Reactions

Membership Summary And Next Steps

ReviewSolicitors Features



Enhanced Profile Page



Custom Review Invites



Case Management Integration



Multiple Review Methods



Combine Reviews



Multi-Language Questionnaire



ReviewSolicitors Widgets



Defamatory Review Tools



Individual Solicitor Profiles



Google Integration



One-Click Audit Reports



Social Media Content Designer



Complete Review Collection



Showcase Expertise



Review Recognition

✓ Premium Membership Summary

Review collection

- ✓ Easily collect reviews
- ✓ Location-based reviews
- ✓ Respond to reviews
- ✓ New review notification
- ✓ Defamatory review reporting
- ✓ Automated review collection via Case Management System integration
- ✓ Google reviews integration
- ✓ Google dual collection
- ✓ Facebook reviews integration
- ✓ Lexcel and Legal Aid compliant review collection
- ✓ Mid-Case Feedback collection

Key features

- ✓ Dedicated account manager
- ✓ Customisable review templates
- ✓ Individual solicitor profiles
- ✓ Dedicated setup and support
- ✓ Team leader reports
- ✓ Customisable widgets

Data

- ✓ Enhanced analytics
- ✓ Legal-specific enhanced profile page
- ✓ Feature in local and national rankings
- ✓ New client acquisition
- ✓ Custom review API
- ✓ Performance insights

Social media

- ✓ Easy social media content creation
- ✓ Share excellent reviews automatically
- ✓ Compatible for Facebook, X, LinkedIn and Instagram

Security

- ✓ NSA-approved 256-bit AES encryption for maximum security
- ✓ Fully GDPR compliant

Premium membership

Included for up to **2 branches** + Up to **30 team members**

+ £50 for each additional branch + VAT | + £50 for every additional 30 team members + VAT

£399
a month + VAT

✓ Ready To Start Your Review Collection Journey?

Discover how ReviewSolicitors can help your law firm accelerate growth through effective client review collection.

Contact our expert team using the details below:

 **0333 577 8202**

 **sales@reviewsolicitors.com**





www.reviewsolicitors.com