

Client Satisfaction Results

April 2021 to March 2022

This year's results are from April 2021 to March 2022 and we received over 400 replies. You can see a summary of the results below.

93%

said they are likely to use Goughs again

93%

said they are likely to recommend Goughs

96%

were happy with the lawyer who handled their matter

Area Scored	Results
Service provided by reception	95%
Service provided by lawyer	96%
Service provided by secretary	95%
Appearance and quality of documents	94%
Value for money	89%

Client Satisfaction Results

April 2021 to March 2022

Corsham



Well-managed transaction handled promptly and professionally. We have used Goughs before, will use again and would not hesitate to recommend.

Chippenham,
Greenways



The outcome was everything I could have hoped. A first class service and I would not hesitate to recommend Goughs to anyone.

Corsham



I have used Goughs solicitors for conveyancing on more than one occasion. Extremely efficient and professional and wouldn't hesitate in recommending them.

Trowbridge



A huge thank you. You went above and beyond to help me get documents certified urgently. Friendly, helpful and professional.

Melksham



We were very pleased with your work, and very grateful to see the issue resolved. Many thanks to all concerned.

Chippenham



I was very happy with the service from Goughs, I wouldn't change anything. Very satisfied.

