

Client Satisfaction Results

April 2022 to March 2023

This year's results are from April 2022 to March 2023 and we received over 400 replies. You can see a summary of the results below.

95%

said they are likely to use Goughs again

95%

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

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Calne



I just want to say Thank You so much. You have given our family a great service.

Chippenham



We are very happy with the service provided. Thank you.

Corsham



Excellent service from Nadine very informative and professional, many thanks Nadine.

Devizes



No one really likes going to a solicitor but you make the whole experience very relaxed and welcoming.

Melksham



My experience with Goughs has been seamless. It was an extremely stressful time for me, and knowing that Ross was there with me, really helped me get through it. Thank you Ross.

Trowbridge



Natalie Kemp and Goughs got me through one of the worst periods in my life and I will be forever grateful.