

# Client Satisfaction Results

April 2023 to March 2024

This year's results are from April 2023 to March 2024 and we received over 400 replies. You can see a summary of the results below.

96%

said they are likely to use Goughs again

95%

said they are likely to recommend Goughs

98%

were happy with the lawyer who handled their matter

Area Scored	Results
Service provided by reception	99%
Service provided by lawyer	98%
Service provided by secretary	97%
Appearance and quality of documents	98%
Value for money	93%

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Calne



We used 3 of the Calne Solicitors- Georgina, Isobel F and Emma T. All 3 were exceptional and informed all the way through a traumatic time.

Chippenham



Catherine Thompson was excellent and I would highly recommend her to anyone. She was efficient and professional and took the time to explain complex information in a simple way. Overall exceptional service.

Corsham



Overall, excellent service and very happy with everything received.

Devizes



Rhianna is a very approachable, kind and skilled solicitor. There was no a moment throughout the process where I felt lost amongst the way. Rhianna is very knowledgeable in family law but also compassionate.

Melksham



The service I have received from Sarah Loveless has been exceptional. She was very understanding, professional and explained everything to me very clearly and have been lovely to deal with.

Trowbridge



Very professional and guided me through the process from start to finish. She explained everything fully and I was very happy with the way it all went.