

# Client Satisfaction Results

April 2024 to March 2025

This year's results are from April 2024 to March 2025 and we received 421 replies. You can see a summary of the results below.

94%

said they are likely to use Goughs again

94%

said they are likely to recommend Goughs

98%

were happy with the lawyer who handled their matter

| Area Scored                         | Results |
|-------------------------------------|---------|
| Service provided by reception       | 9.5     |
| Service provided by lawyer          | 9.6     |
| Service provided by legal assistant | 9.4     |
| Appearance and quality of documents | 9.4     |
| Value for money                     | 8.7     |

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## Calne



From really sensitive handling of our requirement to put in place a will at short notice for my wife, being outstandingly good in very difficult circumstances and incredibly easy to work with, through to managing 'catching up' with my own need of Powers of Attorney for my children and a will, Emma was consistently professional, really easy to work with, incredibly accommodating and exceptionally personable.

## Chippenham



Trish was extremely knowledgeable and helpful and guided us through the process in a very friendly and professional manner.

## Corsham



I liked the efficiency - always friendly and available with communication that was clear and concise.

## Devizes



Rhianna was quick to get back to me when I was concerned about the evolving legal situation and offered clear options to make progress with my case. She listened carefully to my wishes and took them seriously, which came across in documentation she drafted for me.

## Melksham



My meetings with Maxine could not have been bettered. There was an understanding of my predicament and rapport which meant I left the appointments feeling light of heart.

## Trowbridge



He put us immediately at ease - was confident, friendly, very professional, was able to laugh with us. We felt listened to, protected to make sure we fully understood what we wanted to do and how much it would cost.