

Client Satisfaction Results

April 2025 to March 2026

This year's results are from April 2025 to March 2026 and we received 312 replies. You can see a summary of the results below.

88%

likely to use
Goughs again

91%

likely to
recommend Goughs

99%

happy with the lawyer who
handled their matter

Area Scored	Results
Accuracy and presentation of the documents	97.7%
Satisfaction with the lawyer's legal assistant	99.3%
Satisfaction with the service provided by branch receptionists	99.0%
Satisfaction with the value for money of the service received	99.0%

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Calne



I'm really grateful for the help and Natasha did so well to also try and keep the advice affordable

Chippenham



All matters needing a solicitor have been handled in a sensitive, calm, reassuring manner. I have recommended you to other who require this sort of service.

Corsham



The service you provide is without a doubt the best I have ever had from a law firm in over 30 years and so grateful.

Devizes



Alison was great from start to finish. She kept us informed at all stages, and was at the end of the phone if I had any questions. The process went smoothly and filling in all the relevant forms was easy too. I can't thank Alison enough for all her support.

Melksham



Amy and Charlotte did a great job in conveyancing our house sale and Samantha also did an excellent job in helping us secure a Trust Certificate for our deceased mother in very good time to crucially assist the above.

Trowbridge



The sale of my late mother's property was handled with respect efficiency. The ongoing process was communicated effectively, with just the right amount of communication. I understood what was needed and at what which made the process as stress free as it could be