

TOZERS

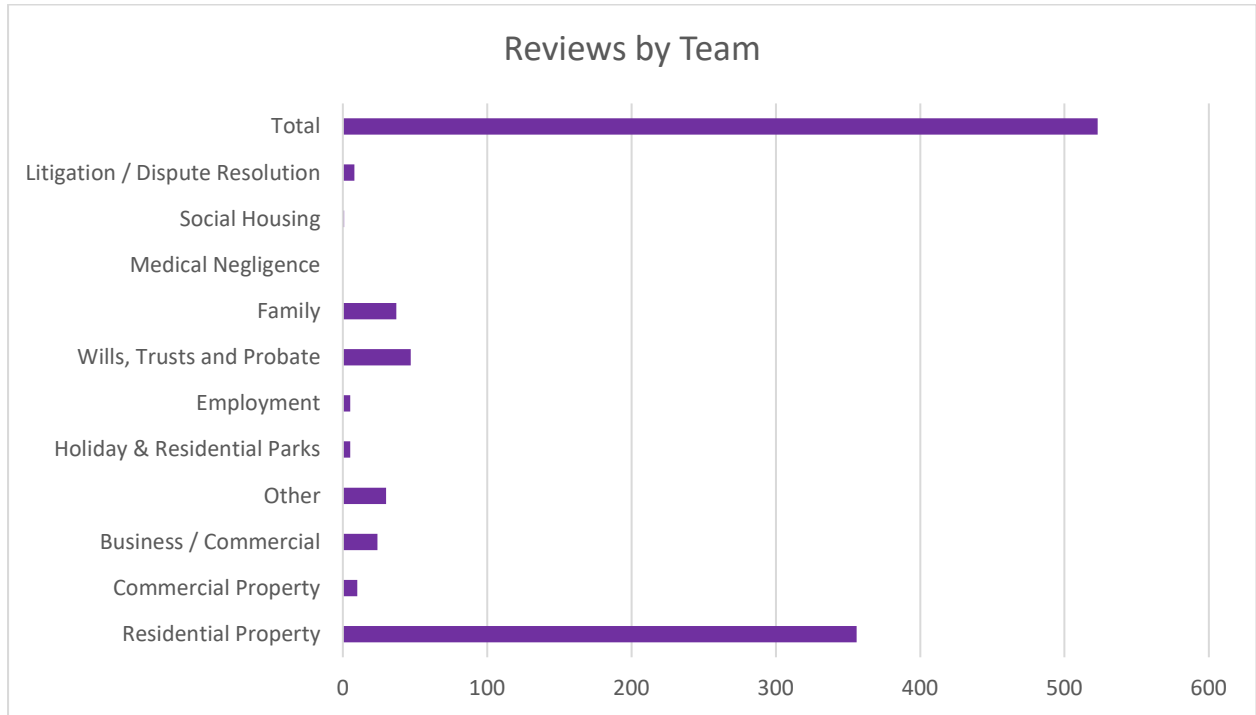
Client Feedback Report

01/01/2021 – 31/12/2021

Law League Client Satisfaction Survey

From 1st January 2021 to 31st December 2021, we have received 523 completed client satisfaction surveys.

Of those completed surveys please see a breakdown below showing how many surveys we received for each department:
 Clients are asked to rate their service, our communication, and costs. The results are shown below.



Our Service

Understanding Needs – 94.3% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
493	18	0	3	2	7

Progress – 85.5% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
447	53	5	3	6	9

Timescales – 84.5% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
442	49	14	5	4	9

Our Approach – 93.7% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
490	18	3	1	2	9

Did What We Agreed – 92.5% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
484	23	3	1	3	9

Our communication

Clear Communications – 91.2% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
477	32	4	1	2	7

Speed of Response – 90.1% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
471	30	6	3	4	9

About Costs

Fee Estimate – 84.5% Very satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
442	62	5	2	1	11

Ongoing Cost Information- 87.6% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
458	38	12	2	1	12

Value for Money – 80.5% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
421	67	16	2	3	14

Recommended us

Our clients are asked how likely, based on their experience, they would recommend us to a friend, family member or colleague. We ask them to score us out of 10.

10 Extremely likely to 1 Extremely unlikely.

Score	Total amount (out of 523)	Percentage
10	408	78.0%
9	62	11.9%
8	30	5.7%
7	7	1.3%
6	4	0.8%
5	1	0.2%
4	0	0%
3	1	0.2%
2	2	0.4%
1	1	0.2%
Unknown	7	1.3%

Instruction

Our clients are asked why they chose to instruct us. They can mark all that apply from 9 options. The figure shows what percentage of people marked each option.

Used before	163
Reputation / Reviews	72
Recommendation	287
Cost	27
Ease of Communication	51
Character of Firm	38
Location	69
Our People	56
Other	33

**Suggestions for improvement
Residential property:**

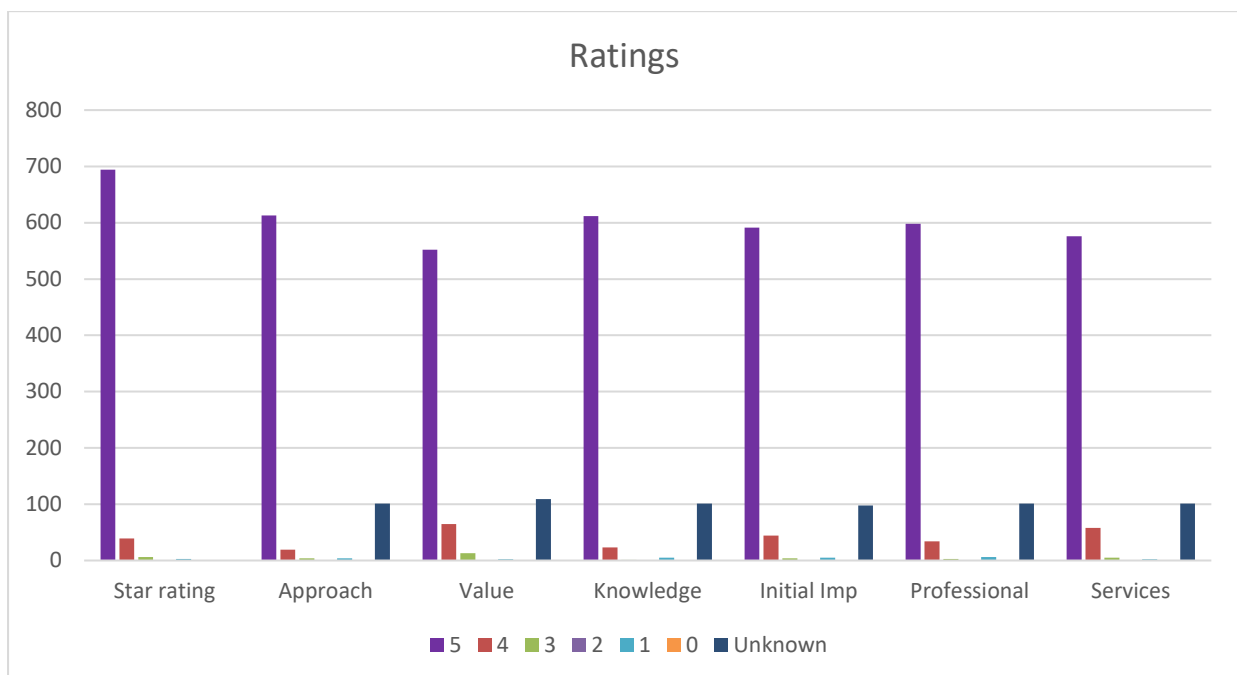
- Add digital signatures to make process quicker and easier.
- Have some sort of online portal to see all documents online and in one place.
- More updates on progressions. Whether that be on the telephone or by email.
- More details / explanations for first time buyers

Family:

- Better system for clients living closer to our different offices. Travel was costly and inconvenient.
- Payment plan options for victims of domestic abuse who do not qualify for legal aid but still on low income.
- Have a better way of sending emails like a log on profile with all correspondence ie email and case files all in one place.
- Check letters for spelling/grammatical mistakes before sending to clients.

Review Solicitors

During this period, we received 742 reviews. Below is a table showing our average ratings for each area. Clients can rate us from 1 star (lowest) to 5 stars (highest).



Satisfied with outcome

98.5% said they were satisfied with outcome and 1.5% said they were not, 0% unknown.

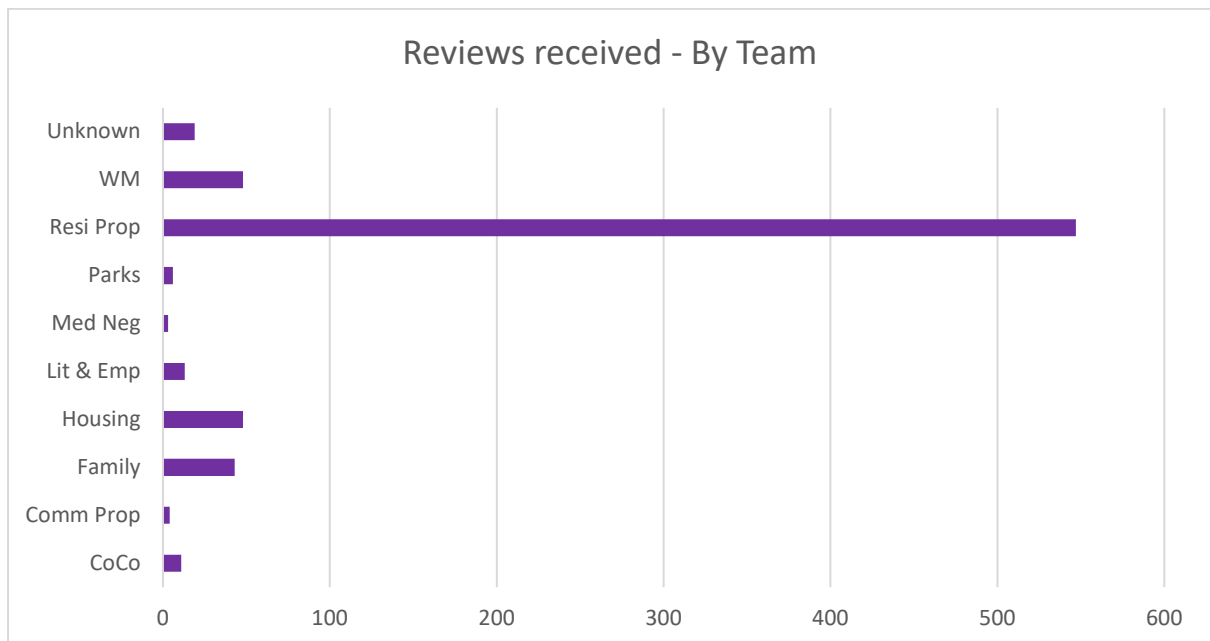
Recommend to friends and family

98.7% said they would recommend us and 1.3% said they would not, 0% unknown.

Average ratings for each fee earner

Fee earner	Office	Total reviews	Rating
Aimee Aspinall	Exeter	6	4.9
Amanda Bonnick	Exeter	1	5
Amy Laver	Exeter	1	5
Callum Skelley	Exeter	5	-
Caroline Ryan	Exeter	1	4.5
Catriona Yates	Exeter	2	5
Charlotte Woolcott-Antunes	Exeter	9	-
Chloe Harvey	Newton	9	4.9
Clair Hemming	Exeter	2	5
Cory Stephenson	Exeter	1	5
Dan Griffin	Exeter	5	-
Danielle Mewse	Exeter	1	-
Edward Fordyce	Exeter	3	5
Emma Ruttley	Exeter	2	5
Gail Salway	Newton	2	5
Grainne Staunton	Exeter	3	4.8
James Evans	Exeter	4	4.9
James Orpin	Exeter	5	4.9
Jayne Bertie	Teignmouth	4	5
Jessica Betts	Exeter	59	4.9
Jill Headford	Exeter	4	5
Jo Parry	Exeter	1	5
Josh O'Neill	Exeter	2	5
Julia Knight	Exeter	2	4.9
Julie Hill	Teignmouth	45	5
Julie Huntington	Newton	10	5
Kate Bolt	Exeter	17	4.9
Karen Lucas	Exeter	3	-
Kayleigh Kryulko-Coombe	Exeter	10	4.8
Kirsty McLennan	Exeter	1	5
Lucy Lamb	Exeter	9	5
Lucy Oldacre	-	1	-
Maisie Woods	Exeter	2	5
Mark Meleady	Newton	118	5
Mark Williams	Newton	6	5
Megan Lindsay-Bush	Exeter	2	5
Michelle Beckett	Exeter	1	5
Naomi Hoare	Exeter	2	4.9
Nick Connor	Exeter	39	4.9
Oliver Kent	Exeter	1	5
Paul Zaleski	Teignmouth	25	4.9
Rachael Morley	Newton	7	4.9
Rebecca Bainbridge	Exeter	3	-
Ricky Noble	Exeter	1	5
Sam Reid	Exeter	53	5
Sarah Brimilcombe	Exeter	40	4.9
Sarah Miller	Newton	14	5
Sarah Russell	Exeter	23	4.9
Sasha Brennan	Exeter	1	5
Sue Halfyard	Teignmouth	17	4.9
Tracey Bridgwater	Exeter	3	4.9
Tracy Lambert	Exeter	4	4.9

Tracy Moreton	Exeter	27	4.9
Vernon Clarke	Exeter	17	5
Zara Thompson	Exeter	3	5



Testimonials

Below are some of the testimonials which we received via Review Solicitors.

Excellent, friendly service – Martin (5 Jan 2021)

Overall an excellent, friendly service. James and Oli understood our needs exactly and were very prompt in providing all documentation required and responding to phone and email requests. They realised the timescales and did all they could to make sure to the best of their ability that the timescales were met. I would definitely use the firm again.

Highly recommend – Jess (20 Feb 2021)

I am extremely impressed with the service I received from Tozers. They dealt with the purchase of my house and were always on the ball and dealt with matters extremely quickly. Tozers helped make the process much more manageable and we're always there to answer any questions. I would highly recommend them and will be using them in the future.

Absolute peace of mind – Rowena (30 Mar 2021)

Tozers were impeccable from start to finish - professional, efficient, and approachable. I wouldn't hesitate to recommend them.

Would thoroughly recommend – Chloe (6 April 2021)

Our family have used Tozers now for several years on recommendation from another professional firm in Exeter. The service we have received has been of the highest quality throughout from across the firm but from Grainne Staunton in particular. One case of

probate was a lengthy and complicated matter, but Grainne handled it with considerable skill, knowledge and determination to the benefit of all concerned. Her ability to clearly convey difficult legal details and deal with our layman understanding proved invaluable and very reassuring.

Excellent from start to finish – Andrew (13 May 2021)

Tozers have been excellent from start to finish nothing was too much trouble. They would always reply to any concerns in a very timely manner. I would highly recommend to them.

The most positive experience I have had with a solicitor – Janice (24 June 2021)

Kate was wonderful from beginning to end and I have already recommended her. She was always very easy to contact, was easy to get along with, worked hard, was thorough and managed to get our house purchase through in amazing time. It was the most positive experience I have ever had with a solicitor.

'The best solicitor in the south-west' – Claire (30 July 2021)

You were recommended to us on the basis of being 'the best solicitor in the south-west' and we would sincerely echo this. We really appreciated your promptness, transparency and jargon-free approach. We really couldn't have asked for anything else from you and your team and should we ever need a solicitor again, we wouldn't hesitate in using Tozers and would highly recommend you to others.

Thank-you for making what was a stressful experience as painless as possible.

Excellent service once again – Anon (10 Aug 2021)

We have been using Tozers for many years now, for wills, property buying and selling, and more. Our past experiences brought us back to Tozers for our most recent property sale, and once again, the service has been excellent, and we extend our thanks.

Excellent Service – Simon (16 Sept 2021)

James did an excellent job with the sale of our e-commerce business. Very robust advice, delivered in a very pragmatic way leading to an accelerated acquisition time frame.

Superb service – Claire (19 Oct 2021)

All our dealings with Tozers have been excellent. Everything is always explained to us in a way we can understand. They are incredibly helpful, approachable and friendly and have been extremely accommodating when we need to discuss something, calling us at a time that is convenient for us, working around our jobs. Our case was a difficult one but Tozers worked tirelessly to try and get the best possible outcome.

Fantastic firm – Gilly (8 Nov 2021)

Fantastic firm with brilliant people who are clearly committed to obtaining the right outcome for all.

Professional and understanding – Fergus (18 Dec 2021)

Fantastic firm with brilliant people who are clearly committed to obtaining the right outcome for all. Clair and the team at Tozers we're extremely friendly and approachable and led us through the maze and complexities with great professionalism, support and understanding. They were always available to us and ensured we were fully up to date with everything that was going on. Their experience and knowledge were invaluable throughout the whole process and they were wonderful to deal with.

Other Review Sites

Facebook

We have received 0 reviews since January 2021 (December) 4.6/5

Google Reviews – Tozers Solicitors LLP Broadwalk House, Southernhay West, Exeter

Our current Google rating is 4 out of 5 stars with 33 reviews. Our reviews and ratings are listed below.



Adrian k
5 Stars

3 reviews
3 months ago



Daniel-John Williams

2 reviews
a year ago

Positive: Professionalism, Responsiveness

Compassionate and direct from day one. Tozers have provided a beacon of light during a dark chapter in our lives.

Stuart Bramley is efficient and approachable, detailed and fluent in his approach with a thorough and enlightening experience. He has given us the confidence we needed to pursue. Happy to take the time out to explain things when the language was complex.

We are ongoing with our case, but we know we are in very good hands.

We are grateful to Stuart and the team at Tozers for providing such a reassuring service of support.

Response from the owner a year ago

Good morning Daniel,



Jon Byrnes

58 reviews

11 months ago

Needed some advice on a rent charge issue on a new build property . Was given Tracy's details and she couldn't have been more helpful and knowledgeable. I wouldn't hesitate to use this company and recommend. First class !

Response from the owner 10 months ago

Dear Jon,



Louisa Sydenham

4 reviews

2 years ago

Endurance Arthur and all the team at Tozers Exeter have been incredible throughout the time we have been working with them. Very professional, consistent, reliable, trustworthy, friendly and always easy to contact with great communications and updates on the case progress. Came to Tozers through a recommendation and I will certainly be recommending them! Could not have wished for a better solicitors!

Response from the owner 2 years ago

Good morning Louisa

Google Reviews – Tozers Solicitors LLP 2-3 Orchard Gardens, Teignmouth

Our current Google rating is 3.7 out of 5 stars and 29 reviews. Our reviews and ratings are listed below.



Rebecca Dymont

5 Stars

3 months ago



Kevin Price

5 Stars

10 reviews

5 months ago



Graham Parker

Local Guide · 37 reviews · 192 photos

7 months ago

Very professional and extremely polite, I wish they were my local solicitors.

Like

Response from the owner 6 months ago

Thank you for your review.

Google Reviews – Tozers Solicitors LLP 10 St Paul's Rd, Newton Abbot

Our current Google rating is 4.6 out of 5 stars and 27 reviews. Our reviews and ratings are listed below.



Peter Metcalfe

2 reviews

3 weeks ago

Positive: Professionalism, Quality, Responsiveness, Value

Client: Stephen Metcalfe

Work: Conveyancing, Auction Property

Solicitor: Mark Meleady & associated team

Extremely responsive solicitor, always answering on the day (sometimes even late evening), or the day after. Very reasonably priced for provided quality service. Competent solicitor, will use again, and would recommend.

Even though the sale was protracted and difficult due to the Seller's solicitor, Mark (and his team) kept me reassured, acted fast, and kept to the demanding requirements of the sale.



Neil Bartlett

14 reviews

9 months ago

Positive: Professionalism, Quality, Responsiveness, Value

Mark Meleady has acted for my family, and I also have many dealings with him in a professional capacity. Mark is exemplary, an exceptional property solicitor and true professional. Above all he's a genuinely nice chap and I cannot recommend him and his support team at Tozers highly enough.

Response from the owner 8 months ago

Dear Neil,



David Budge

101 reviews

10 months ago

Friendly professional folk operating within Covid-19 guidelines to maintain the business ethos.

Like

Response from the owner 8 months ago

Thank you for your review.



Steve Melhuish

5 Stars

34 reviews · 2,429 photos

10 months ago