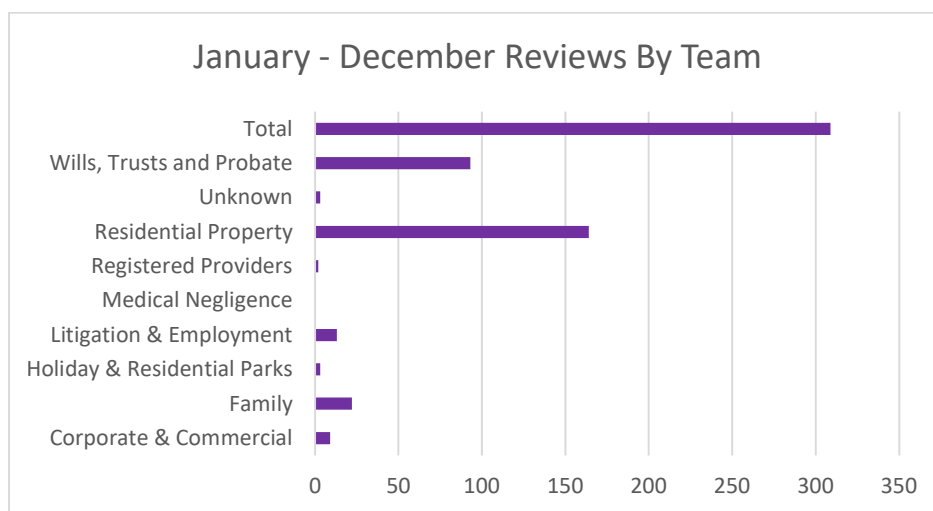


Client Feedback Report 1st January 2025 – 31st December 2025

This report looks at Law League, Review Solicitors, Google and Facebook reviews during the timeline above.

Law League Client Satisfaction Survey

In January, we received **309** completed client satisfaction surveys. Below is a breakdown 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: 95% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
294	11	1	0	0	3

Progress: 90% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
280	25	1	1	0	2

Timescales: 88% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
275	22	9	0	0	3

Our Approach: 96% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
297	7	1	0	0	4

Did What We Agreed: 94% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
291	13	1	1	0	3

Our communication

Clear Communications: 93% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
288	15	1	2	0	3

Speed of Response: 90% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
279	25	0	1	0	4

About Costs

Fee Estimate: 83% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
257	42	4	1	0	5

Ongoing Cost Information: 87% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
270	25	7	1	0	6

Value for Money: 78% Very Satisfied					
Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Unknown
242	54	7	3	0	3

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 309)	Percentage
10	249	80%
9	39	13%
8	13	4%
7	2	1%
6	0	N/A
5	1	0.3%
4	1	0.3%
3	0	N/A
2	1	0.3%
1	0	N/A
Unknown	3	1%

Instruction

Our clients are asked why they chose to instruct us. They can mark all that apply from 9 options. Figures are shown below:

Recommendation	138
Used before	123
Location	64
Reputation / Reviews	64
Ease of Communication	39
Our People	42
Character of Firm	36

TOZERS

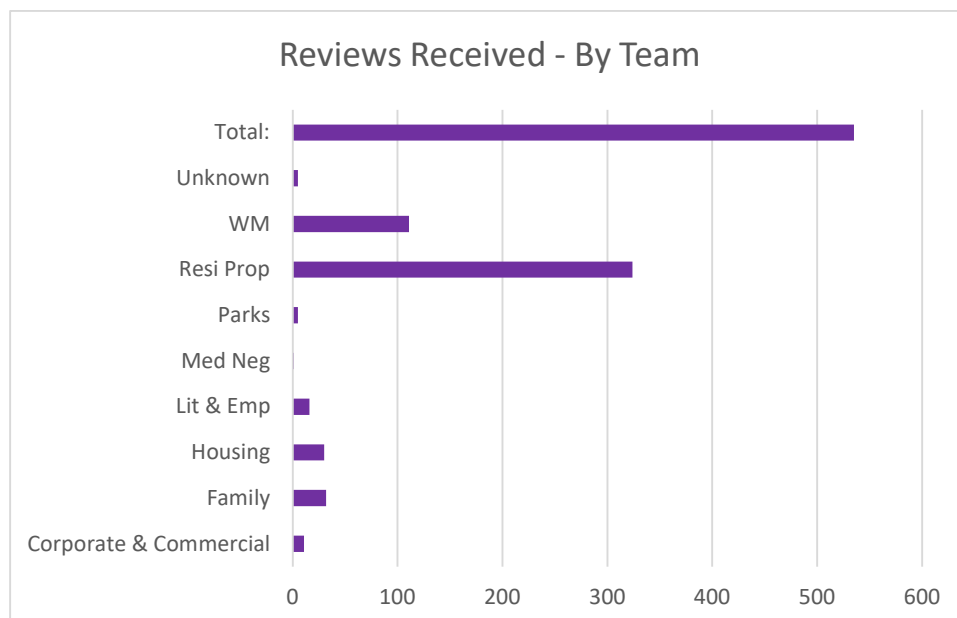
Cost	21
Other	14

Review Solicitors

During this period, we received **535** 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 100% said they were satisfied with outcome.	Recommend to friends and family 95% said they would recommend us to friends and family
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Testimonials

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

Could not recommend highly enough! – Jasmin Kingdon (2 January 2025)

What can I say... Sam Reid was absolutely AMAZING! From the very beginning to the very end of our house sale/purchase, Sam was incredible. He was consistently proactive and attentive, and a very calming presence throughout the fairly stressful moving process. His attention to detail was second to none and he was always on the end of the phone or email if ever we needed, any time. He is extremely patient, approachable and friendly, and always kept us fully informed throughout every part of the process. We had complete and utter trust and confidence in Sam – he truly went above and beyond and we are extremely grateful for everything he did for us. We would highly recommend Sam to absolutely everyone and anyone. We will certainly be going to him again in future when we come to move again. Thank you so, so much!

Perfect service from start to finish! – David (27 February 2025)

I was recommended Tozers and they did not disappoint! Sarah and the team are experts in their field and made me feel at ease every step of the way. The team were extremely friendly and professional, supporting me very efficiently and respectfully. Thank you Tozers!

Exemplary solicitors – Norman (6 March 2025)

Vernon and Laura were exemplary: efficient, pro-active and friendly. We've used Tozers before, and will do so again, although we hope that the need will not arise for a long time.

Looking forward to selling another company with Tozers! – Ben Revill (11 April 2025)

This was a new experience and, honestly one that's not my strong suit. Rebecca Roberts was absolutely brilliant from start to finish, and made the challenges of selling my company, very seamless and straightforward (even though it wasn't!) Her communication was excellent and she went above and beyond to get it across the finish line in the world's shortest timeframe. I look forward to selling a future company with her!

Highly recommended local solicitor – Anne Marie (28 May 2025)

Mark at Tozers has now dealt with two property sales on our behalf, the service has been outstanding both times. Mark and his team are efficient and diligent, they reply promptly to all enquiries and kept me informed at every stage of the process. I would not consider using any other firm now

You're in good hands with Tozers – Philip David (4 June 2025)

I instructed Tozers to deal with my house purchase and they have been faultless. Sarah, Jericha and everybody who I've dealt with in the team have been fantastic! A fast, friendly and efficient service, great communication with a team ready to get the job done! Thank you

Efficient and Friendly – Martin Peter (18 July 2025)

Always replied rapidly to questions. Kept me informed all the way through the process. Effectively liaised with other solicitors in the chain.

So efficient and speedy – Karla Natalie (13 August 2025)

Kasper was excellent and provided regular updates. He always got back to us so quickly and it resulted in a speedy house sale and buy. We were over the moon with how smoothly it all went. First time ever!

Fantastic! – Beth Donnelly-Ford (23 September 2025)

Sam and Laura have recently helped me with selling my home and buying my new home and they have both been fantastic. They kept me informed throughout and they were always quick to respond to any queries I had. I never had to chase them – they were on it! Absolutely fantastic service. Thank you both.

The calm amongst the chaos – Lisa M (14 October 2025)

Really pleased with the help we received from David at a very confusing and worrying time for us. He was very efficient and acted promptly and his expert knowledge in this area really helped us turn around a potentially awful situation for myself and my family. We had to revert back to David on several occasions and each time he explained things and had a clear plan of action. David was definitely the calm amongst all the chaos and confusion and very impressed by the service offered by Tozers.

Fantastic and the best around! – Darren (25 November 2025)

Absolutely brilliant from start to finish, clearly explained the process throughout and assisted with everything in a fast timely manner. Very knowledgeable and can't recommend them highly enough.

Bet in the business – Toby G (23 December 2025)

This was my second time of using Tozers and would 100% use them time and time again. They make a stressful thing such as buying/selling a house as easy as possible and nothing is ever too much trouble if you have any questions. Kasper and Jess Betts are absolutely brilliant!

Facebook

We did not receive any Facebook reviews in this timeframe. 100% recommend.

Google Reviews

Tozers Solicitors LLP Broadwalk House, Southernhay West, Exeter

Our current Google rating is 4.5 out of 5 stars with 117 reviews to date in total.

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

Our current Google rating is 4.6 out of 5 stars with 50 reviews to date in total.

Tozers Solicitors LLP 2-3 Orchard Gardens, Teignmouth

Our current Google rating is 3.9 out of 5 stars with 42 reviews to date in total.