

Results of the legal services client satisfaction survey March 1997–March 1998 (R-74, 1998)

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The purpose of this survey is to measure the Legal Services Unit's (LSU) maintenance of its service standards as well as provide a forum for suggestions to improve service delivery. The survey covers a wide range of issues: use of legal services, communication, timeliness, usefulness of LSU counsel and advice, quality of service, and overall courtesy of service at LSU.

The survey was constructed on a six-point scale with space for explanations and examples following six of the seven sections (communication, timeliness, usefulness of LSU counsel and advice, quality of service, and overall courtesy of service at LSU). Additional space was provided for respondent suggestions and/or comments.

Between March 2 and March 30, 1998, a mail-out survey of the clients of the LSU was conducted. The survey sample size is 238. The total number of returned surveys was 172, denoting a response rate of 72%. Twenty-two individuals (16% of respondents who used LSU services in the past year) provided a written response to the final comment and suggestion section of the survey. The following is a qualitative analysis of their responses.

Recognition of the good or excellent quality of service that LSU staff provides was referred to 27 times in the 22 written comments. This finding concurs with the overall positive response and satisfaction with LSU services by its clients. Many took advantage of the provided space to praise the work of LSU.

Further, LSU's helpfulness and willingness to provide assistance and promptness of technical and legal advice was praised by 64% of respondents. An additional 23% indicated the ability of LSU to provide legal services. The courteousness of LSU was recognized by 27% of respondents. ■