

Case Number: _____

Date Closed: _____

Florida Senior Legal Helpline Client Survey

You contacted the Florida Senior Legal Helpline within the past 60 days and received free advice and/or referrals over the telephone for a legal question or legal problem. We would greatly appreciate it if you would take a few minutes to answer the questions listed on the front and back of our survey, to tell us about your experience with the Legal Helpline. Your responses will be kept confidential.

1. How did you find out about the Florida Senior Legal Helpline?

2. How many calls to the Helpline did it take to get assistance on this matter?

first call

second or third call

3. Did the Helpline attorney return your call

next business day

2-4 days later

more than 4 days later?

4. The attorney who returned your call was: (check one box)

(Courteous) 5 4 3 2 1 (Discourteous)

5. The information or assistance provided was:

(Very helpful) 5 4 3 2 1 (No help at all)

6. Were you satisfied with the services provided by the Helpline?

(Very satisfied) 5 4 3 2 1 (very dissatisfied)

7. Did your case involve a referral to a legal services program in your community, a state agency or the private bar for more in depth assistance?

Yes and the hotline provided referrals

No referrals were necessary

I wanted a referral but none was provided

8. Were you advised to take any action on your own by the Helpline attorney in order to resolve your case or question?

yes

no

