**Questionnaire survey of the quality of legal services**

Dear clients of Human Rights League. With this brief questionnaire we would like to find out whether you are satisfied with legal services, which are provided to you by the lawyers of Human Rights League. Its filling will take you only couple of minutes. Your opinion is important for us and can help us to improve our services. You do not need to fill in any personal data of yours. We thank you in advance for your feedback!

**Information about client:**

Gender: Man – Woman (cross out the incorrect)

Age: ..................

Country of origin: ........................................

**Please answer the following questions (circle your answers)**

1. **How did you find out about our organization?**
2. I was told about you (e.g. friend, family, colleague, etc.)
3. Via Internet
4. Through leaflet of Human Rights League
5. On recommendation of Migration Office or Foreign Police
6. Other way – please write how: ..............................................................................................
7. **How were you satisfied with provided legal aid?**
8. Very satisfied
9. Less satisfied
10. Unsatisfied
11. I cannot tell

If you were not satisfied with provided legal aid, please write the reasons:

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1. **Did you understand the provided legal counseling/information?**
2. Very well
3. Well
4. Partially
5. I did not understand

1. **Were you sufficiently informed about the development of your case?**
2. Yes
3. No
4. I cannot tell
5. **How were you treated by our employees?**
6. Very good
7. Good
8. Bad
9. Very bad

If you have the feeling that they treated you badly or unjust, please briefly describe this treatment:

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1. **How can we improve the quality of our legal services/legal aid**

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**At the end of the questionnaire you can write whatever you consider necessary:**

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THANK YOU!

Team of Human Rights League