



reviewsolicitors



# Green Legal

## Review Audit Report Summary

1st January 2021 to 31st December 2021

Report produced for:



## Audit report - Summary of reviews

1st January 2021 to 31st December 2021

### Review type

#### Housing and Property

Housing Management
Purchase and sale
Boundary Disputes
Planning
Remortgaging
Lease Extensions
Injunctions

### Review total

41
122
19
26
20
5
2

### Reviews total

235

ReviewSolicitors can confirm that review requests have been continuously sent out to clients of Green Legal throughout the period stated above.

### Review collection method

Case management integration



235

## Audit report - Summary of reviews

Only reviews collected during this period are shown in the statistics you see throughout this report

1st January 2021 to 31st December 2021

**1028**  
Client reviews

**4.7** /5  
★★★★★

Approachability ★★★★★

Value for money ★★★★★☆

Knowledge ★★★★★☆

Initial impression ★★★★★☆

Professionalism ★★★★★☆

Services ★★★★★

### Review summary

Excellent  896

Very good  82

Good  36

Poor  7

Awful  7

### Value for money

This firm  73%

National average  57%

### Would recommend to friends and family

This firm  90%

National average  57%

### Satisfied with outcome of matter

This firm  97%

National average  56%

## Audit report - Summary of reviews

1st January 2021 to 31st December 2021

### Solicitors named in the reviews

Jamile Chan



★★★★★ (12)  
4.4 out of 5

Ishani Agarwal



★★★★★ (10)  
4.8 out of 5

Kieran Miller



★★★★★ (10)  
5.0 out of 5

John Munroe



★★★★★ (9)  
5.0 out of 5

Paul Dagwell



★★★★★ (7)  
4.5 out of 5

Ian Williams



★★★★★ (7)  
5.0 out of 5

Richard Grover



★★★★★ (5)  
4.8 out of 5

Lily Young



★★★★★ (3)  
5.0 out of 5

Sharon Eastman



★★★★★ (2)  
5.0 out of 5

# Green Legal

## Positive terms clients used to describe the firm

<b>Positive</b>	<b>Used in the last 12 months</b>	<b>Used in the previous 12 months</b>
Acted with integrity	12	10
Approachable	16	13
Bill was correct	22	22
Clear and practical advice	32	17
Direct contact with my solicitor	12	8
Easy to understand	8	5
Efficient	18	12
First class service	45	47
Fixed fees	72	84
Friendly	12	13
Great communication	13	14
Great legal knowledge	4	5
Great value for money	8	7
Honest	7	12
Honest about costs	19	13
Knowledgeable	10	9
Painless	72	71
Pleasure to deal with	73	70
Proactive	65	66
Professional	44	42
Refreshing approach	55	56
Sensible advice	23	21
Smooth process	17	18
Straightforward	18	19
Tenacious	19	33
Timely responses	32	52
Was kept fully aware	54	66
Won my case	65	88
Would recommend	87	92
Would use again	98	84

# Green Legal

## Negative terms clients used to describe the firm

<b>Negative</b>	<b>Used in the last 12 months</b>	<b>Used in the previous 12 months</b>
Couldn't speak with my solicitor	4	3
Did not win my case	7	4
Didn't feel like they were on my side	8	0
Didn't make a difference	5	0
Didn't understand	2	0
Difficult to speak with	0	5
Felt overcharged	0	6
Frustrating to deal with	3	0
Incorrect bill	0	6
Lack of knowledge	0	4
Lacked attention to detail	3	0
Lost paperwork	0	5
Mistakes made	5	9
No communication	0	0
No pleasantries	5	0
Not helpful	0	0
Poor advice	2	0
Staff always leaving	0	2
Took too long	0	3
Unprofessional	0	0
Used jargon	4	2
Written inaccuracies	0	3
Young and inexperienced solicitors	0	0

# Audit report summary of reviews



Benjamin Jayson  
01-11-2021  
16:45PM

★★★★★  
**5/5**

## Professional

We were purchasing a new house and Ian Williams was our Conveyancing Solicitor. Our purchase was very quick and painless. We were given an App to use which let you know each stage you were at throughout the process and we were able to have direct communication with Ian through this App and she was always quick to respond. I would 100% recommend Bell Lamb & Joynson.

### Firm named in this review



Green Legal

### Solicitor named in this review



Ian Williams

### Value for money

The client was quoted / expected to pay:

**£10,000 - £15,000**

The client ended up paying

**£9,000**

### Price



**Underpriced**

#### Approachability



#### Value for money



#### Knowledge



#### Initial impressions



#### Professionalism



#### Services



Would you recommend to friends and family?



Was the client satisfied with the outcome?



### Additional question answered

1. Did your solicitor keep you informed throughout the sale, purchase or remortgage of your property?
2. Were you given direct contact with your solicitor and were they responsive to your inquiries?
3. Did your solicitor take the time to point out any specific terms in your contract that you should be aware of?
4. Did your solicitor advise you on additional costs such as stamp duty, leasehold notice fees, land registry fees and other obligatory expenditure?

### Private feedback

Ian is a great representative of your organisation.

Great communication

Professional

Efficient

Knowledgeable

First class service

Pleasure to deal with

Approachable

Won my case

Acted with integrity

Direct conflict with my solicitor

Honest

Sensible advice

Timely responses

Refreshing approach

Smooth process

Great value for money

Bill was correct

Proactive

Fixed fees

Honest about cost

Would use again

Painless

Easy to Understand

Was kept fully aware

Straightforward

Great legal knowledge

Tenacious

Clear and practical advice

Friendly

Would recommend



Jane Lucca  
23-11-2021  
10:23AM

★★★★★  
**5/5**

## Excellent service

Dealt with you before, always had excellent service. This was no exception! Straight-forward, easy and didn't have to leave our house! You came to us!

### Firm named in this review



Green Legal

### Solicitor named in this review



Ishani Agarwal

### Value for money

The client was quoted / expected to pay:

**£2,000- £4,000**

The client ended up paying

**£4,000**

### Price



**About right**

#### Approachability



#### Value for money



#### Knowledge



#### Initial impressions



#### Professionalism



#### Services



Would you recommend to friends and family?



Was the client satisfied with the outcome?



### Additional question answered

1. Did your solicitor keep you informed throughout the sale, purchase or remortgage of your property?
2. Were you given direct contact with your solicitor and were they responsive to your inquiries?
3. Did your solicitor take the time to point out any specific terms in your contract that you should be aware of?
4. Did your solicitor advise you on additional costs such as stamp duty, leasehold notice fees, land registry fees and other obligatory expenditure?

### Private feedback

Ishani was there every step of the process and helped us to win our case.

Great communication

Professional

Efficient

Knowledgeable

First class service

Pleasure to deal with

Approachable

Won my case

Acted with integrity

Direct conflict with my solicitor

Honest

Sensible advice

Timely responses

Refreshing approach

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Great value for money

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Proactive

Fixed fees

Honest about cost

Would use again

Painless

Easy to Understand

Was kept fully aware

Straightforward

Great legal knowledge

Tenacious

Clear and practical advice

Friendly

Would recommend