

**CUSTOMER SERVICE QUESTIONNAIRE**  
Office of the Marin County Public Defender

*WE'RE TRYING TO SERVE YOU BETTER.  
PLEASE TELL US HOW WE'RE DOING.*

Please circle the answer which most closely describes your opinion about the statement. After completing the questionnaire, please fold, tape and mail at any mailbox.

- 1. **I was satisfied with the outcome of my case.**  
Strongly Agree      Agree      Disagree      Strongly Disagree
- 2. **Without considering the outcome, I was satisfied with the legal representation I received in my case.**  
Strongly Agree      Agree      Disagree      Strongly Disagree
- 3. **The attorney explained the charges and my legal options clearly and made sure that I understood them.**  
Strongly Agree      Agree      Disagree      Strongly Disagree
- 4. **The legal staff listened to me attentively and answered all my questions.**  
Strongly Agree      Agree      Disagree      Strongly Disagree
- 5. **The front counter staff assisted me in a prompt and professional manner.**  
Strongly Agree      Agree      Disagree      Strongly Disagree
- 6. **Public Defender staff was cordial and respectful to me at all times.**  
Strongly Agree      Agree      Disagree      Strongly Disagree

Comments or other ways can we improve our service to you.

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DATE: \_\_\_\_\_

Thank you for your responses.

*Joseph L. Spaeth*  
Marin County Public Defender

Fold, tape together and mail—no postage needed.