



# ReviewSolicitors: The UK's number 1 legal review site

# Introduction

More and more people are looking for reviews either to help decide which law firm to use or to confirm they are making the right choice of firm before instructing. ReviewSolicitors is the *largest dedicated legal review site in the UK* with over two million visitors annually.

Our platform is unique, as it is tailored for, and *solely dedicated to, the legal market*. Visitors to the ReviewSolicitors site are motivated and looking seriously for legal advice.

We collect your verified clients' reviews and publish them on the ReviewSolicitors site.

As an accredited and trusted review platform, the reviews you collect through us filter directly to *page 1 of Google* and are added to **facebook** and **twitter**, too. We list every law firm in the UK and have a live feed from the SRA. This ensures our information is up-to-date and accurate.





# Quality, not price

Our principle is that lawyers should showcase their quality, through genuine, *verified feedback, rather than compete on price*. We appreciate that whilst not being overcharged is important to clients, helping them to understand the value of paying for a superior service is vital when choosing a lawyer.

Our site is built to help you achieve this: a simple way to promote your online *'word-of-mouth'* reputation by allowing satisfied past clients to showcase your legal expertise and trustworthiness.

Online reviews are expected. *90% of people are influenced by online reviews* when making a purchasing decision. Showing your firm's credentials through prominently displaying your firm's positive reviews will help to attract new clients and increase conversion rates by giving a great first impression.

*Michael Hanney - Co-Founder*



# Why join ReviewSolicitors?

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# Add Google and Facebook reviews to your profile

Showcase all of your reviews in one place. *Automatically add Facebook and Google* reviews to your ReviewSolicitors profile with our automated integrations. All reviews collected on each of these platforms will adjust *your ReviewSolicitors star rating* which will is then displayed to clients all around the web.

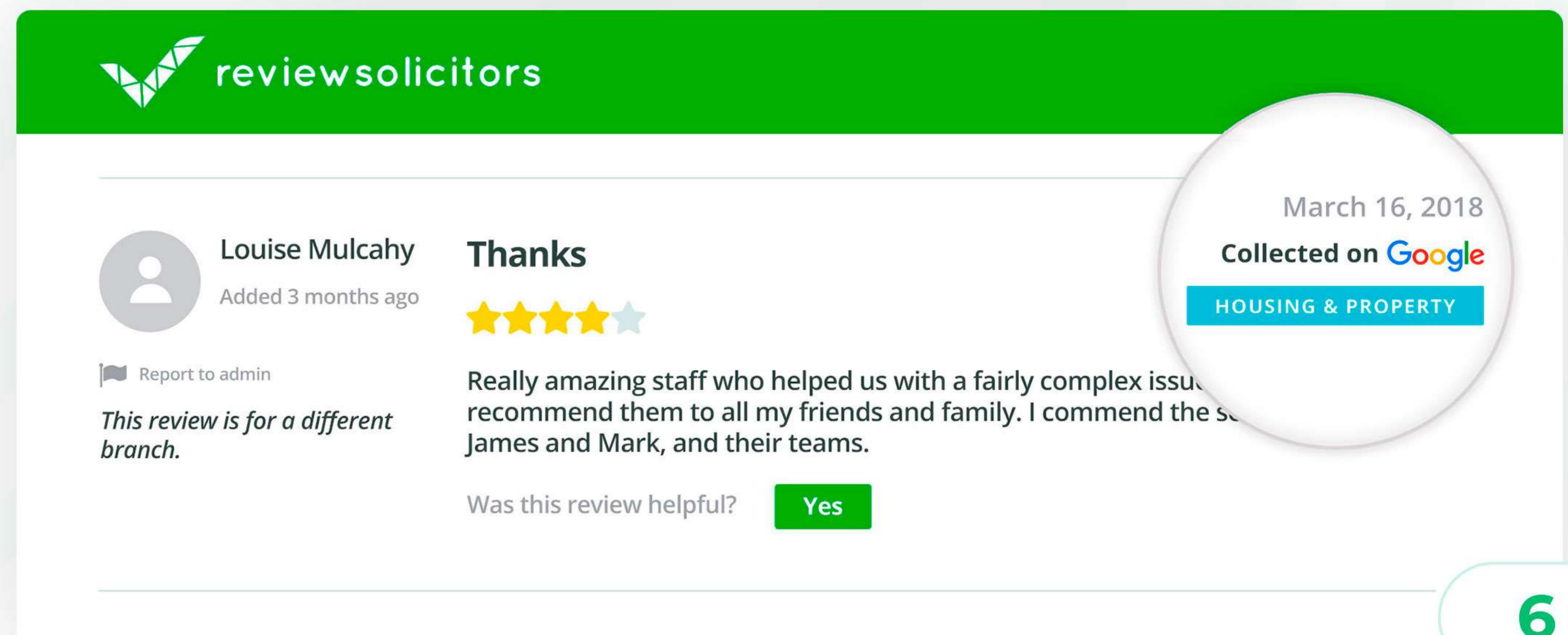
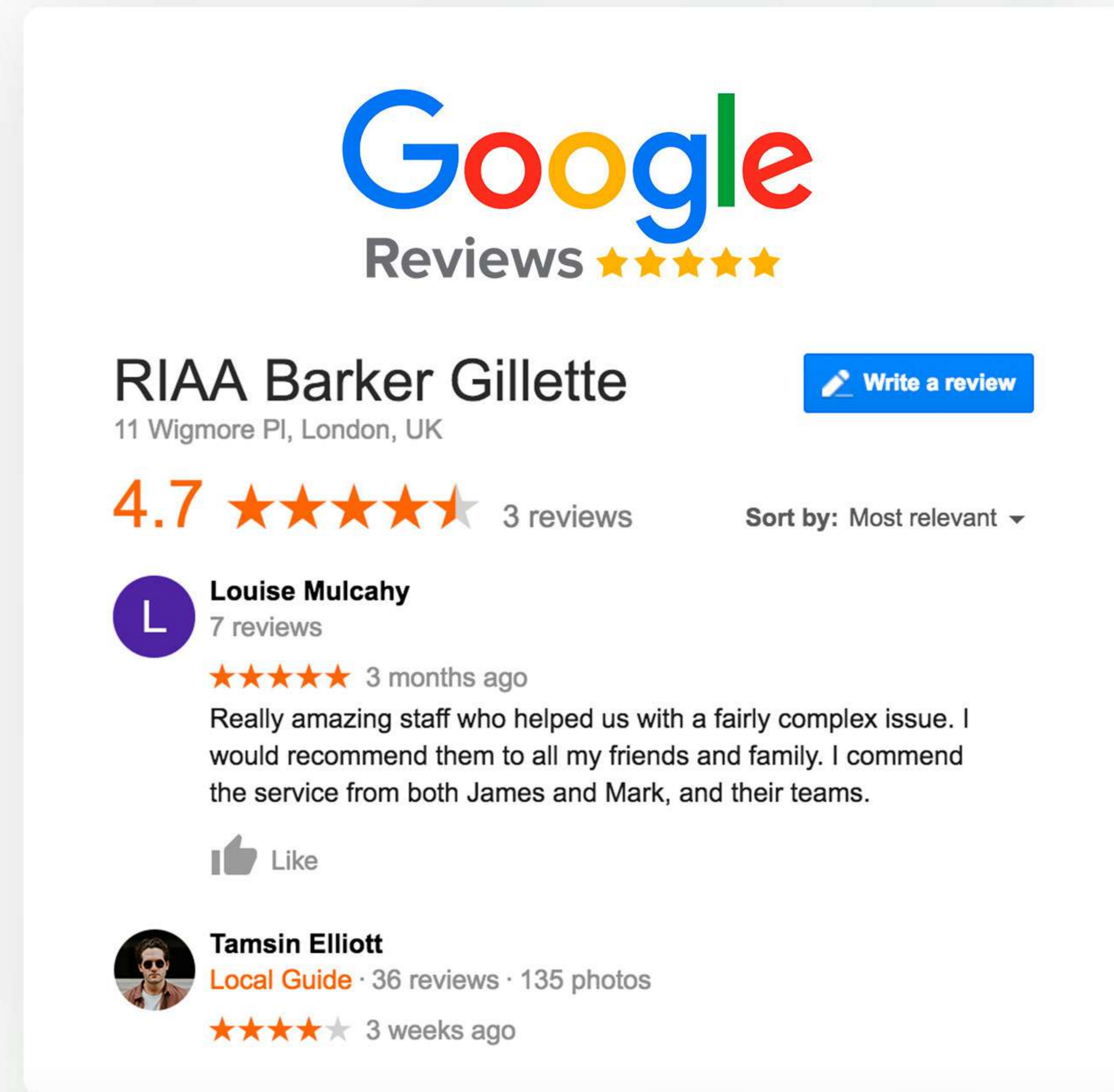




# Add your Google Reviews to your account

ReviewSolicitors allow law firms in the UK to merge their existing Google Reviews into their ReviewSolicitors account.

*The importance of collecting reviews for your law firm is undeniable.* This allows you to seamlessly add your Google Reviews into your ReviewSolicitors profile. You can even continue to collect and respond directly to Google reviews through your ReviewSolicitors account.





# Google Page 1

Gathering reviews through ReviewSolicitors provides you with a *star rating* next to your **Google** listing and **Google** organic searches. This *gives potential clients more confidence* in your firm and increases click through rates (CTR).

A good star rating helps to *generate more qualified leads* and *boost ad performance*.



## 65 Reviews of Clarkson Wright & Jakes rated 5/5...

<https://www.reviewsolicitors.co.uk> › Kent › Orpington ▼

★★★★★ Rating: 5 - 65 reviews

CWJ is an award winning regional firm of Solicitors based in Orpington, Kent serving private individuals, businesses and organisations. ... Andrew is the great great grandson of the founder of **Clarkson Wright & Jakes** Ltd. ... Upon qualification, Andrew worked with a major city firm before ...

## 188 Reviews of Coles Solicitors Limited rated 4.5...

<https://www.reviewsolicitors.co.uk> › North Yorkshire › Northallerton ▼

★★★★★ Rating: 4.5 - 188 reviews

**Coles Solicitors** is one of Yorkshire's leading law firms operating from 9 offices across North and East Yorkshire, ensuring clients across our entire network are able to access our team of dedicated professionals. We are a high street law firm handling property, family, litigation ...

## 107 Reviews of E S N Solicitors rated 5/5 in Birm...

<https://www.reviewsolicitors.co.uk> › West Midlands › Birmingham ▼

★★★★★ Rating: 5 - 107 reviews

Read, rate and review **E S N Solicitors** solicitors in Birmingham.

## 49 Reviews of Whitehead Monckton Limited rate...

<https://www.reviewsolicitors.co.uk> › Kent › Maidstone ▼

★★★★★ Rating: 4.5 - 49 reviews

Read, rate and review **Whitehead Monckton Limited** solicitors in **Maidstone**.

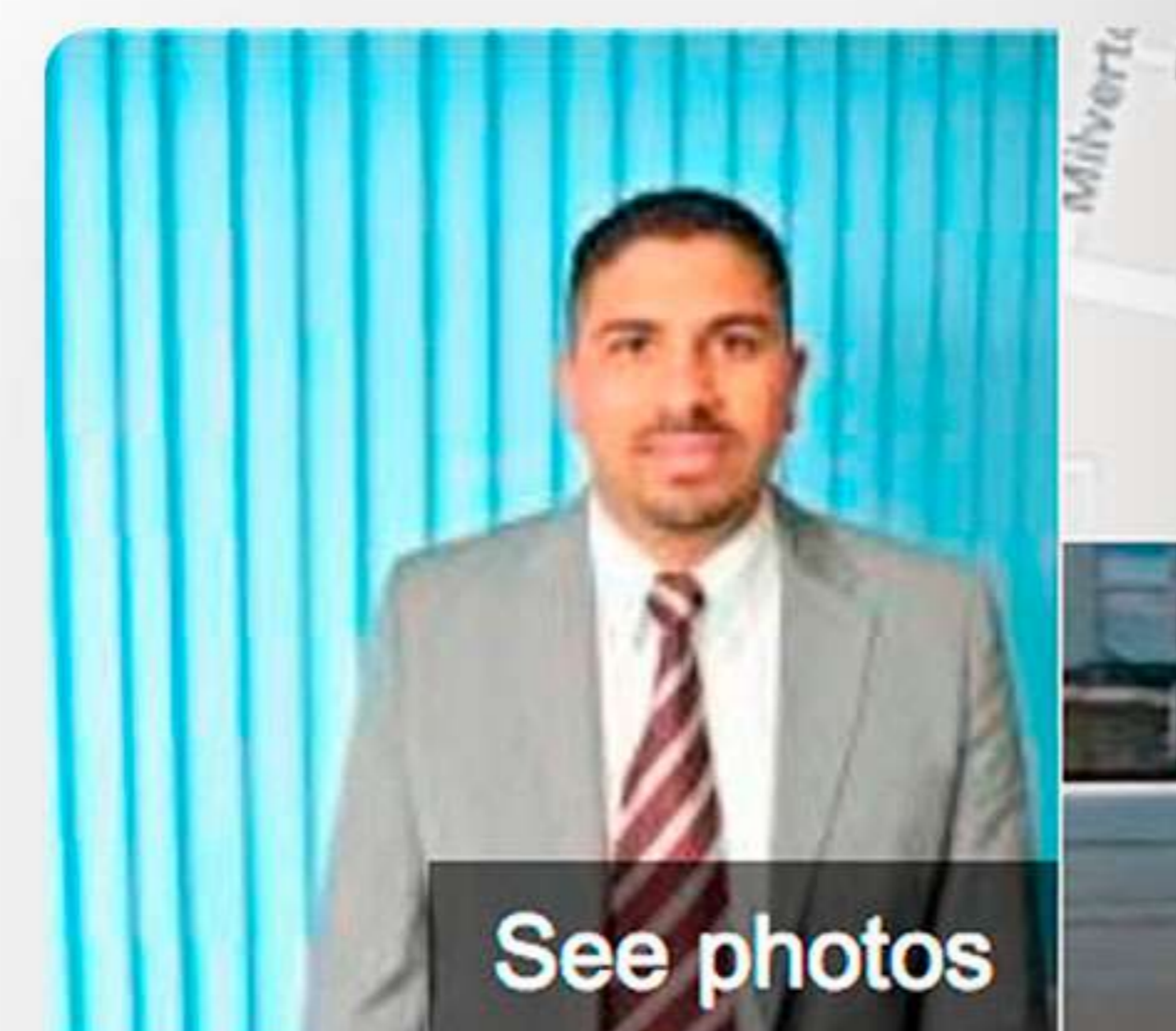


# Google Reviews from the web

## Google localised search

Google credits ReviewSolicitors as the *number 1 legal review site in the UK* and will feature every review collected on ReviewSolicitors in your law firm's knowledge panel. Actively collecting reviews through us will give a true representation of your client base.

This will significantly boost your *local* and *national* presence and help differentiate your firm from its competitors.



See photos

### E S N Solicitors

4.5 ★★★★★ 6 Google reviews  
Lawyer in Birmingham, England

Reviews from the web

5/5 107 reviews  
ReviewSolicitors



See outside



### Clarkson Wright & Jakes - Solicitors and Notaries

4.6 ★★★★★ 10 Google reviews  
Lawyer in Orpington, England

Website

Directions

Reviews from the web

ReviewSolicitors

5/5

65 reviews

Facebook

5/5

5 votes



See photos



See outside

### Coles Solicitors

4.5 ★★★★★ 4 Google reviews  
Lawyer in Northallerton, England

Website

Directions

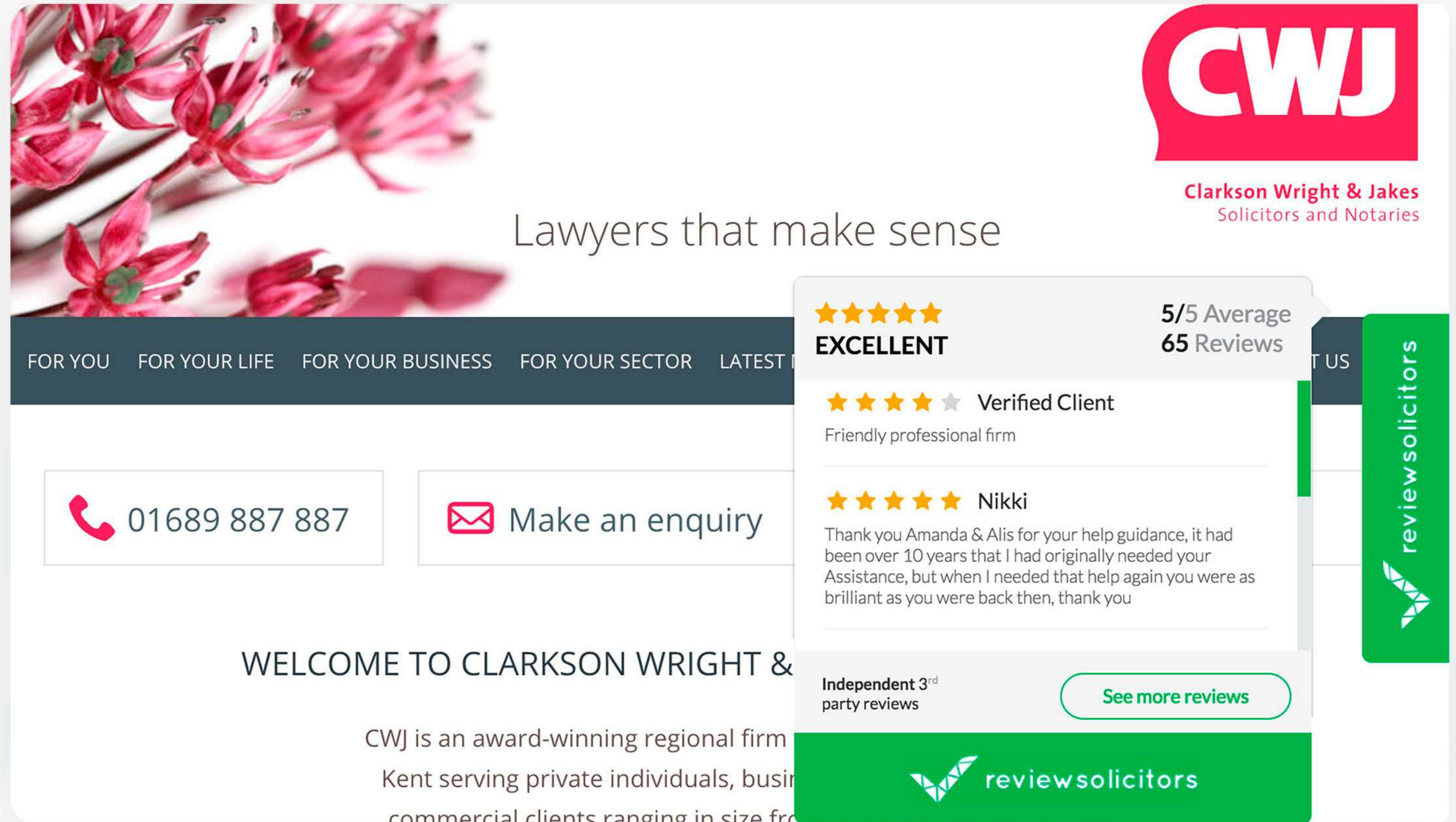
Reviews from the web

4/5 188 reviews  
ReviewSolicitors



# Widgets

We provide a variety of widgets to help you *showcase your average star rating* and *recent reviews* to potential clients visiting your site. Our widgets will only show your most recent 4 - and 5 - star reviews, so clients have the *best impression of the services you offer*.



**CWJ**  
Clarkson Wright & Jakes  
Solicitors and Notaries

Lawyers that make sense

FOR YOU FOR YOUR LIFE FOR YOUR BUSINESS FOR YOUR SECTOR LATEST

01689 887 887 Make an enquiry

WELCOME TO CLARKSON WRIGHT & JAKES


CWJ is an award-winning regional firm serving private individuals, business and commercial clients ranging in size from...

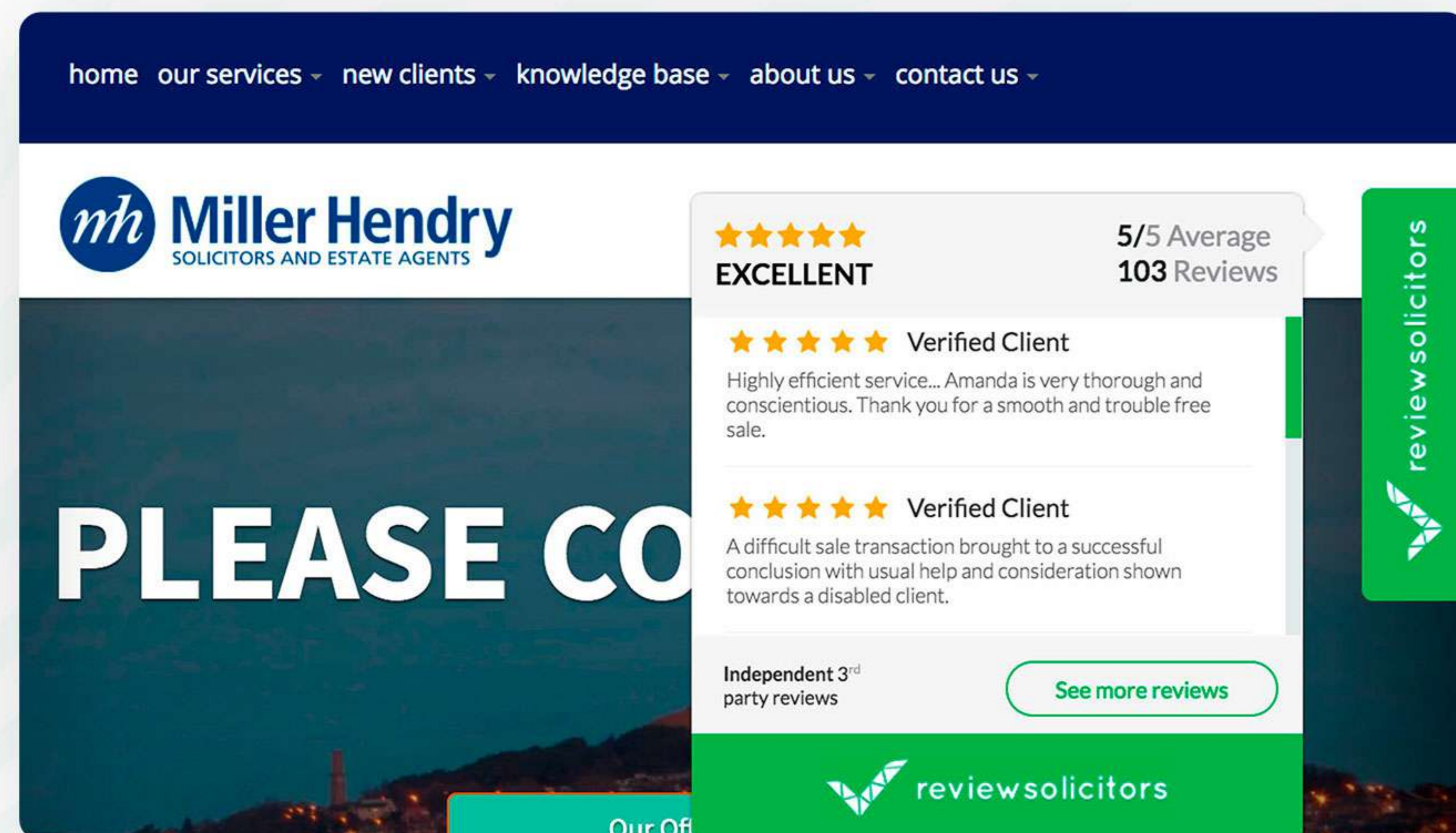
**EXCELLENT** 5/5 Average 65 Reviews

Verified Client  
Friendly professional firm

Nikki  
Thank you Amanda & Alis for your help guidance, it had been over 10 years that I had originally needed your Assistance, but when I needed that help again you were as brilliant as you were back then, thank you

Independent 3<sup>rd</sup> party reviews [See more reviews](#)

 reviewsolicitors



home our services new clients knowledge base about us contact us

**mh Miller Hendry**  
SOLICITORS AND ESTATE AGENTS


PLEASE CONTACT US

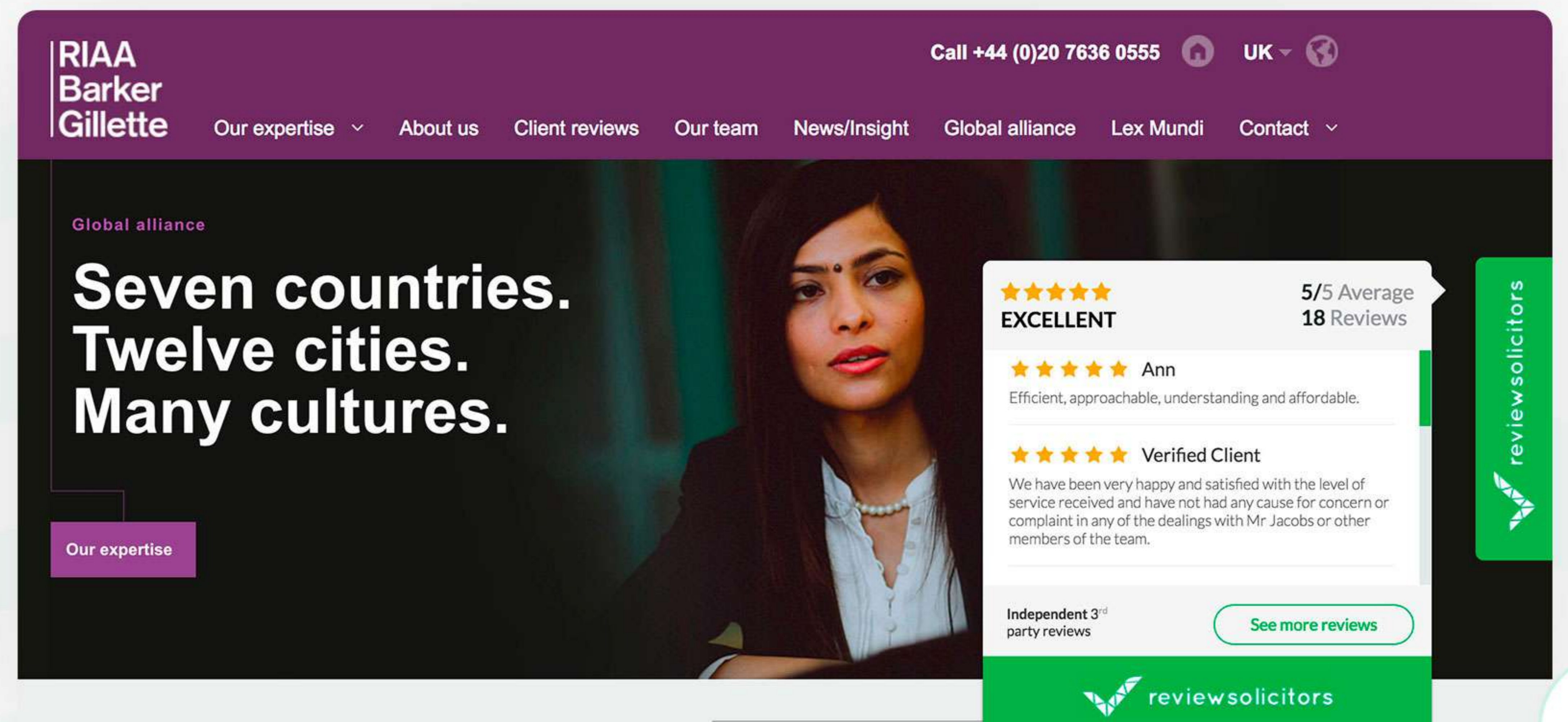
**EXCELLENT** 5/5 Average 103 Reviews

Verified Client  
Highly efficient service... Amanda is very thorough and conscientious. Thank you for a smooth and trouble free sale.

Verified Client  
A difficult sale transaction brought to a successful conclusion with usual help and consideration shown towards a disabled client.

Independent 3<sup>rd</sup> party reviews [See more reviews](#)

 reviewsolicitors



**RIAA Barker Gillette** Call +44 (0)20 7636 0555 UK

Our expertise About us Client reviews Our team News/Insight Global alliance Lex Mundi Contact

Global alliance

Seven countries. Twelve cities. Many cultures.


Our expertise

**EXCELLENT** 5/5 Average 18 Reviews

Ann  
Efficient, approachable, understanding and affordable.

Verified Client  
We have been very happy and satisfied with the level of service received and have not had any cause for concern or complaint in any of the dealings with Mr Jacobs or other members of the team.

Independent 3<sup>rd</sup> party reviews [See more reviews](#)


 reviewsolicitors

# An enhanced profile page

An enhanced profile page on the *ReviewSolicitors platform is powerful*. It enables you to give more information about your firm and showcase the experience and expertise of your team. This *page would also be promoted at the top* of our search results when potential clients do a search in your local area.




Home Ask a legal question Find a solicitor Write a review I am a solicitor News Register Sign In



Select type of law
Enter your location

Kent » Orpington » Clarkson Wright & Jakes



Valiant House  
12 Knoll Rise  
Orpington  
Kent  
BR6 0PG  
01689 887 887  
www.cwj.co.uk

## Clarkson Wright & Jakes

### 01689 887 887



CWJ is an award winning regional firm of Solicitors based in Orpington, Kent serving private individuals, businesses and organisations. With commercial clients ranging in size from sole traders to large public companies and other institutions such as schools, charities and medical practices, we have accumulated extensive experience of the legal issues faced by businesses and other organisations.

Request a callback

Send an email

Book an appointment

Visit website

## 5

/5
★★★★★

65 Customer Reviews

Recommended by  
66 Verified Clients  
like Nikki and Verified Client

★ Leave a review

### 65 Customer Reviews

## 5

/5
★★★★★

**Overall experience** ★★★★★

Value for money ★★★★★

Professionalism ★★★★★

Initial Impression ★★★★★

Approachability ★★★★★






Services ★★★★★


Knowledge ★★★★★


**Reviews summary**

Excellent	<div style="width: 95%; height: 10px; background-color: #FFD700;"></div>	58
Very Good	<div style="width: 10%; height: 10px; background-color: #FFD700;"></div>	5
Average	<div style="width: 2%; height: 10px; background-color: #FFD700;"></div>	1
Poor	<div style="width: 0%; height: 10px; background-color: #FFD700;"></div>	0
Awful	<div style="width: 0%; height: 10px; background-color: #FFD700;"></div>	1

#### Solicitors who work at Clarkson Wright & Jakes





★★★★★
Click to rate

10

# Facebook and Twitter

We can *automatically post all your 4 - and 5 - star reviews* to your **facebook** and **twitter** business pages (as if it were you posting it yourself), providing a fresh stream of content and helping to reach a new audience. You can also update your firm's Facebook page automatically using our unique integration.



**Ward Gethin Archer**  
@WGAasolicitors

Tweets 637 Following 454 Followers 556 Likes 127

We offer a client driven service to businesses and private individuals. Our aim is to resolve your legal problem in a way which exceeds your expectations.

Norfolk & Cambridgeshire  
wardgethinarcher.co.uk  
Joined December 2010

**Tweets** Tweets & replies Media

Ward Gethin Archer @WGAasolicitors · 1d  
We've had a 5\* review from Lesley: Friendly helpful service @ReviewSolicitor

**243 reviews of Ward Gethin Archer Limited solicitor...**  
Profile of Ward Gethin Archer Limited solicitors in King's Lynn  
reviewsolicitors.co.uk



**Warner Goodman LLP**  
@Warner\_Goodman

Hampshire law firm based in Portsmouth, Fareham and Southampton. Our solicitors provide a first class legal service for businesses and individuals.

Hampshire, UK  
warnergoodman.co.uk  
Joined August 2011



**Rowberry Morris**  
@RowberryMorris

Well established #Solicitors #Law Firm. Offices in #Reading, #Richmond, #Staines & #Tadley. Experienced & friendly services provided to individuals & businesses

Thames Valley UK  
rowberrymorris.co.uk  
Joined April 2010



**Clarkson Wright & Jakes**  
@CWJLtd

CWJ are a leading regional firm of Solicitors in Kent serving private individuals, businesses and organisations.

Orpington  
cwj.co.uk  
Joined August 2011

Tweets 1,700 Following 440 Followers 750 Likes 161 Lists 2

**Tweets** Tweets & replies Media

ClarksonWright&Jakes @CWJLtd · Apr 13  
We've had a 4\* review from Verified client: Friendly @ReviewSolicitor

**65 reviews of Clarkson Wright & Jakes solicitors in ...**  
Profile of Clarkson Wright & Jakes solicitors in Orpington  
reviewsolicitors.co.uk



**Whitehead Monckton**  
@WMonckton

With offices in #CanaryWharf #Canterbury, #Maidstone #Tenterden Whitehead Monckton has grown to be one of the largest legal practices in the county. #Solicitors

Maidstone, Kent  
whitehead-monckton.co.uk  
Joined January 2013

Tweets 1,211 Following 815 Followers 920 Likes 273 Lists 1

**Tweets** Tweets & replies Media

Whitehead Monckton @WMonckton · Apr 9  
We've had a 5\* review from Tony: Last Will and Testament @ReviewSolicitor

**49 reviews of Whitehead Monckton Limited solicito...**  
Profile of Whitehead Monckton Limited solicitors in Maidstone  
reviewsolicitors.co.uk



**Rowberry Morris** @RowberryMorris · Apr 11  
We've had a 5\* review from Alexandra: Power of Attorney and Will @ReviewSolicitor

**94 reviews of Rowberry Morris Thames Valley solici...**  
Profile of Rowberry Morris Thames Valley solicitors in Reading  
reviewsolicitors.co.uk

# Ranking pages

It's your chance to rise to the top.

**With over 2 million searches each year**, it's important for clients to be able to differentiate between firms. The reviews you collect through the platform allow clients to quickly see who the **highest rated firm in their area is**. These rankings are based on the reviews you have collected over the last 36 months.

## Highest rated Personal Injury Solicitors in York

Here you can see the **best Personal Injury solicitors in York**. These rankings will show you the **highest rated solicitors in your area**. These results are based predominantly on the reviews collected from verified conveyancing clients in the last 12 months on ReviewSolicitors. The rankings also take into account a law firm's expertise, accreditations, Legal Ombudsman and Solicitors disciplinary tribunal records.




Search for a particular firm

### Average review rating

- ★★★★★ and up
- ★★★★☆ and up
- ★★★☆☆ and up

### Fixed fee services available

- Yes

### Value for money

- Excellent  Bad
- Good  Awful
- Fair

### Actively collecting reviews

- Yes

### Available now

- Yes

### Exclude firms with upheld legal ombudsman and SRA complaints in the last 3 years

- Yes

### Free initial consultation

- Yes

We found great results, but some are outside York. Showing in neighboring cities. [Limit search to York](#)

Currently showing solicitors who specialise in - conveyancing [click here to change](#)



**Law Collegium** 4.5/5 ★★★★★ 185 reviews

Ranked #1 Out Of 350 Personal Injury solicitors in York

**SPONSORED** Hitchin 6.5 mi away

Value for money - **EXCELLENT**

"Worked well in my divorce case and I won" - 01/05/2018

"All enquiries and documentation handled most efficiently" - 01/05/2018

#1.



**Coles Solicitors** 4.5/5 ★★★★★ 234 reviews

Ranked #1 Out Of 350 Personal Injury solicitors in York

Value for money - **EXCELLENT**

Available Now

"Worked well in my divorce case and I won" - 01/05/2018

"All enquiries and documentation handled most efficiently" - 01/05/2018



Coles Solicitors have 22 Personal Injury solicitors ready to assist with your matter. [Click here](#) to contact directly or find out more.

99% of clients would recommend to friends and family



Highly rated law firm



Highest ranked law firm



Offers fixed fee



Free initial advice



ReviewSolicitors approved



Recommended by over 80% of clients

#2.



**QualitySolicitors** 4.5/5 ★★★★★ 154 reviews

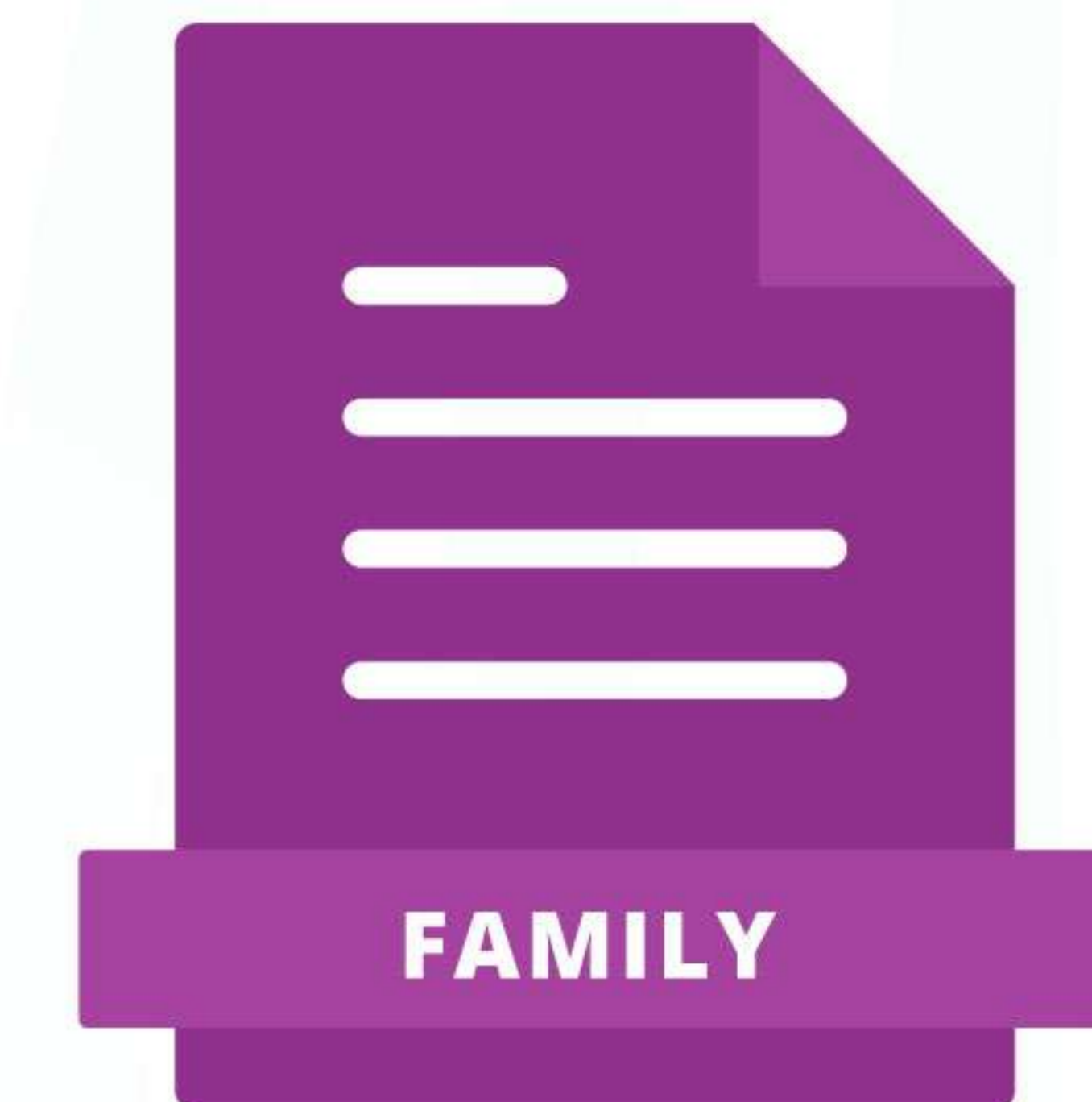
Ranked #2 Out Of 350 Personal Injury solicitors in York

Value for money - **EXCELLENT**

Available Now

# Tailored review questionnaires

*All of our questionnaires are specific to the particular service* the client used the firm for. For example, clients who have used the firm for a conveyancing transaction will be *asked 4-5 questions* specific to conveyancing. This approach gains useful feedback whilst keeping the questions on topic for each individual client.



# The 7 ways to collect client reviews

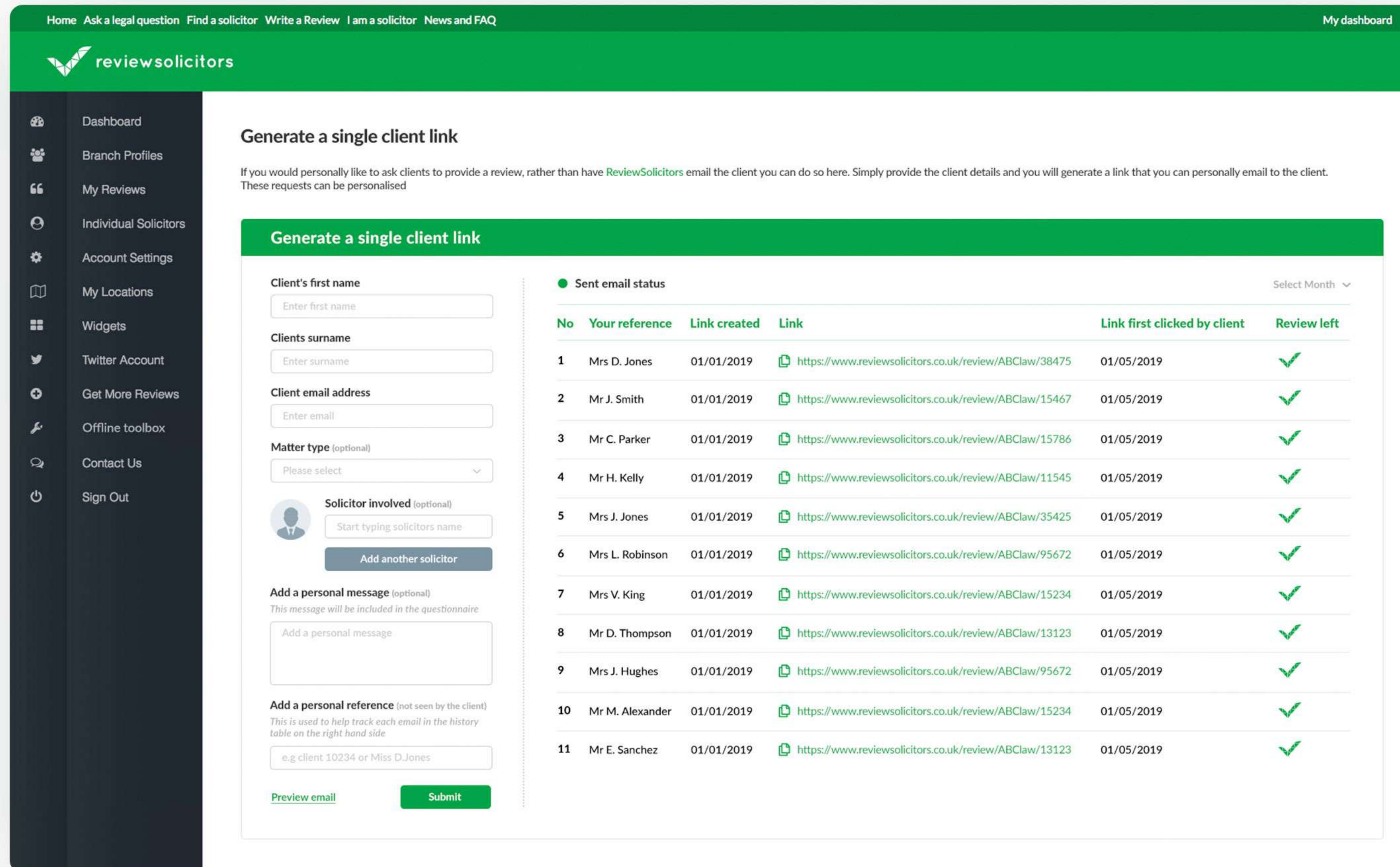
Choose the *method that best suits* your firm

1. Generate a single client link
2. Generate a multi-purpose link
3. Upload paper reviews
4. Send a single client request
5. Upload a CSV file to send multiple requests
6. Integrate your case management system
7. Pre-matter completion client feedback



# 1. Generate a single client link

Simply provide the client's details and *you will generate a personalised and trackable link* that you can email directly to them.



Home Ask a legal question Find a solicitor Write a Review I am a solicitor News and FAQ My dashboard

**Generate a single client link**

If you would personally like to ask clients to provide a review, rather than have ReviewSolicitors email the client you can do so here. Simply provide the client details and you will generate a link that you can personally email to the client. These requests can be personalised

**Generate a single client link**

Client's first name

Clients surname

Client email address

Matter type (optional)

Solicitor involved (optional)

Add a personal message (optional)  
This message will be included in the questionnaire

Add a personal reference (not seen by the client)  
This is used to help track each email in the history table on the right hand side

[Preview email](#)

**Sent email status** Select Month ▾

No	Your reference	Link created	Link	Link first clicked by client	Review left
1	Mrs D. Jones	01/01/2019	<a href="https://www.reviewsolicitors.co.uk/review/ABClaw/38475">https://www.reviewsolicitors.co.uk/review/ABClaw/38475</a>	01/05/2019	✓
2	Mr J. Smith	01/01/2019	<a href="https://www.reviewsolicitors.co.uk/review/ABClaw/15467">https://www.reviewsolicitors.co.uk/review/ABClaw/15467</a>	01/05/2019	✓
3	Mr C. Parker	01/01/2019	<a href="https://www.reviewsolicitors.co.uk/review/ABClaw/15786">https://www.reviewsolicitors.co.uk/review/ABClaw/15786</a>	01/05/2019	✓
4	Mr H. Kelly	01/01/2019	<a href="https://www.reviewsolicitors.co.uk/review/ABClaw/11545">https://www.reviewsolicitors.co.uk/review/ABClaw/11545</a>	01/05/2019	✓
5	Mrs J. Jones	01/01/2019	<a href="https://www.reviewsolicitors.co.uk/review/ABClaw/35425">https://www.reviewsolicitors.co.uk/review/ABClaw/35425</a>	01/05/2019	✓
6	Mrs L. Robinson	01/01/2019	<a href="https://www.reviewsolicitors.co.uk/review/ABClaw/95672">https://www.reviewsolicitors.co.uk/review/ABClaw/95672</a>	01/05/2019	✓
7	Mrs V. King	01/01/2019	<a href="https://www.reviewsolicitors.co.uk/review/ABClaw/15234">https://www.reviewsolicitors.co.uk/review/ABClaw/15234</a>	01/05/2019	✓
8	Mr D. Thompson	01/01/2019	<a href="https://www.reviewsolicitors.co.uk/review/ABClaw/13123">https://www.reviewsolicitors.co.uk/review/ABClaw/13123</a>	01/05/2019	✓
9	Mrs J. Hughes	01/01/2019	<a href="https://www.reviewsolicitors.co.uk/review/ABClaw/95672">https://www.reviewsolicitors.co.uk/review/ABClaw/95672</a>	01/05/2019	✓
10	Mr M. Alexander	01/01/2019	<a href="https://www.reviewsolicitors.co.uk/review/ABClaw/15234">https://www.reviewsolicitors.co.uk/review/ABClaw/15234</a>	01/05/2019	✓
11	Mr E. Sanchez	01/01/2019	<a href="https://www.reviewsolicitors.co.uk/review/ABClaw/13123">https://www.reviewsolicitors.co.uk/review/ABClaw/13123</a>	01/05/2019	✓

## 2. Generate a multi-purpose link

If you would like one simple link that multiple clients can use to leave you a review then this is your perfect option. *Links are generated for each registered solicitor with an account, and for each branch location.*

### Multipurpose review links

#### Branch links

-  London Office - <https://www.reviewsolicitors.co.uk/review/ABClaw/54687>
-  Cambridgeshire Office - <https://www.reviewsolicitors.co.uk/review/ward-gethin-archer-limited/18431>
-  Cambridgeshire Office - <https://www.reviewsolicitors.co.uk/review/ward-gethin-archer-limited/99521>

#### Solicitor links

-  Bob Jones - <https://www.reviewsolicitors.co.uk/review/abclaw/bobjones/324234>
-  John Smith - <https://www.reviewsolicitors.co.uk/review/abclaw/johnsmith/878461>



## 3. Upload paper reviews

If a client does not wish to be contacted via email, this method allows you to *send a paper copy of the ReviewSolicitors questionnaire to them and manually upload it onto the system*. The paper version is personalised and displays your branding.

### Send and upload your paper reviews



Click here to **download and print** a paper review form




Click here to **upload** a paper review form to your ReviewSolicitor profile













If a client does not wish to be contacted via email, this method allows you to send a paper copy of the [ReviewSolicitors](#) questionnaire to them and then manually upload this onto the system. This method does not produce a high response rate like other methods of review collection. We only recommend using this for clients who you do not hold an email address for.

# 4. Send a single client request

One of the quickest and easiest ways to ask clients for feedback at the end of their case. Simply add in the details of a single client and you can *instantly send an email from ReviewSolicitors asking the client* if they would like to leave a review.

Home Ask a legal question Find a solicitor Write a Review I am a solicitor News and FAQ
My dashboard



-  Dashboard
-  Branch Profiles
-  My Reviews
-  Individual Solicitors
-  Account Settings
-  My Locations
-  Widgets
-  Twitter Account
-  Get More Reviews
-  Offline toolbox
-  Contact Us
-  Sign Out

## Contact a Single Client

Simply add in the details of a single client and you can instantly send out an email from ReviewSolicitors asking the client if they would like to leave a review. You can even add a personal message to the client.

### Contact a Single Client

**Client's first name**

**Clients surname**

**Client email address**

**Matter type (optional)**

**Solicitor involved (optional)**

**Number of requests to send (max 3)**  
It is best practice to send 3 requests. These are spaced over a week-long period.

**Add a personal message (optional)**  
This message will be included in the questionnaire

**Maximise response rate and send at the best time?**  
Unticking this option will send the email straight away

**Send a copy to myself**  
This will be sent to the email address you are currently logged in as

**Add a personal reference (not seen by the client)**  
This is used to help track each email in the history table on the right hand side

**Sent email status** Select Month ▾

No	Your reference	Date sent	Email 1 status	Email 2 status	Email 3 status	Recommendation given	Review left
1	Mrs D. Jones	01/01/2019	Delivered successfully	Clicked 06/01/2019	✓ Review left	✓	✓
2	Mr J. Smith	01/01/2019	Delivered successfully	Delivered successfully	–	✓	✓
3	Mr C. Parker	01/01/2019	Opened 05/01/2019	Clicked 08/01/2019	✓ Review left	✓	✓
4	Mr H. Kelly	01/01/2019	✓ Link clicked 05/01/2019	✓ Review left	N/A	✓	✓
5	Mrs W. White	01/01/2019	Delivered successfully	Clicked 06/01/2019	✓ Review left	✓	✓
6	Mrs A. Taylor	01/01/2019	Delivered successfully	Delivered successfully	–	✓	✓
7	Mr S. Collins	01/01/2019	Opened 05/01/2019	Clicked 08/01/2019	✓ Review left	✓	✓
8	Mr D. Baker	01/01/2019	✓ Link clicked 05/01/2019	✓ Review left	N/A	✓	✓
9	Mrs W. Moore	01/01/2019	Delivered successfully	Clicked 06/01/2019	✓ Review left	✓	✓
10	Mrs A. Lewis	01/01/2019	Delivered successfully	Delivered successfully	–	✓	✓
11	Mr S. Garcia	01/01/2019	Opened 05/01/2019	Clicked 08/01/2019	✓ Review left	✓	✓
12	Mr D. Allen	01/01/2019	✓ Link clicked 05/01/2019	✓ Review left	N/A	✓	✓
13	Mr M. James	01/01/2019	✓ Link clicked 05/01/2019	✓ Review left	N/A	✓	✓
14	Mrs A. Morris	01/01/2019	Delivered successfully	Clicked 06/01/2019	✓ Review left	✓	✓
15	Mrs I. Garcia	01/01/2019	Delivered successfully	Delivered successfully	–	✓	✓
16	Mr G. Bryant	01/01/2019	Opened 05/01/2019	Clicked 08/01/2019	✓ Review left	✓	✓
17	Mr D. Diaz	01/01/2019	✓ Link clicked 05/01/2019	✓ Review left	N/A	✓	✓

## 5. Upload a CSV file to send multiple requests

Add client details to a CSV file and upload them simultaneously. *This is a fast way to send out multiple review requests.* You can send up to 5000 review requests at once. This method works in exactly the same way as the single client request.

### Upload a CSV file to send multiple requests

**As easy as 123!** The maximum filesize is **10MB**. Please split your file into several pieces if it's larger than this.

**1** Download the example file



**2** Add in your client data



**3** Upload the data

## 6. Integrate your case management system

Integration via your existing case management system.



We have an integration with most major case management systems. An email is automatically sent to each client upon case completion. This is the simplest way as the *process is fully automated*.

Fee earner closes case  
in case management

Client automatically  
receives an email asking  
them if they would like to  
leave a review

Client Leaves a review  
on ReviewSolicitors -  
your law firm is notified  
via email


Review Invitation from ReviewSolicitors - would you recommend CWJ Solicitors?





**Clarkson Wright & Jakes Ltd**  
Solicitors and Notaries

**How is everything going so far?**



**YES**  
Everything is running smoothly



**NO**  
I'm having issues

We have partnered with ReviewSolicitors, the UK's largest legal review site, and would love to hear your feedback. This is really important to us.

If you have any issues then please do let us know so we can make things right.

www.reviewsolicitors.co.uk | 0333 5777 0206



# 7. Pre-matter completion client feedback

This method allows you send an email to your client giving them the option to indicate if there are any problems to date. *This 'quick response' tool can helps you to identify and solve potential issues before they occur.*

*How each method compares*

Review collection method	No client account required	Tracking available	Average review collection rate
1. Generating a single client link	✓	Yes	15% - 25%
2. Generating a multi-purpose link	✓	Limited	15% - 20%
3. Uploading paper reviews	✓	No	Around 5%, higher if used on only elderly clients
4. Sending single client requests	✓	Yes	15% - 25%
5. Uploading a CSV file to send multiple requests	✓	Yes	15% - 25%
6. Integrating your case management system	✓	No	15% - 30%
7. Pre-matter completion client feedback	✓	Yes	25%

# Collecting reviews



Clients receive an email, displaying your logo, asking them to leave a review. You also have the option to include a picture of the solicitor that conducted their transaction to *enhance the personalised service* you have been providing.



After you have requested reviews from your verified clients, there is no requirement for them to create an account. Therefore, it's really *quick and easy* for them to *write about their experience with your firm*.

**25%**

Our service boasts an average *25% response rate from clients* meaning that you will collect a good, consistent volume of reviews from your client base.

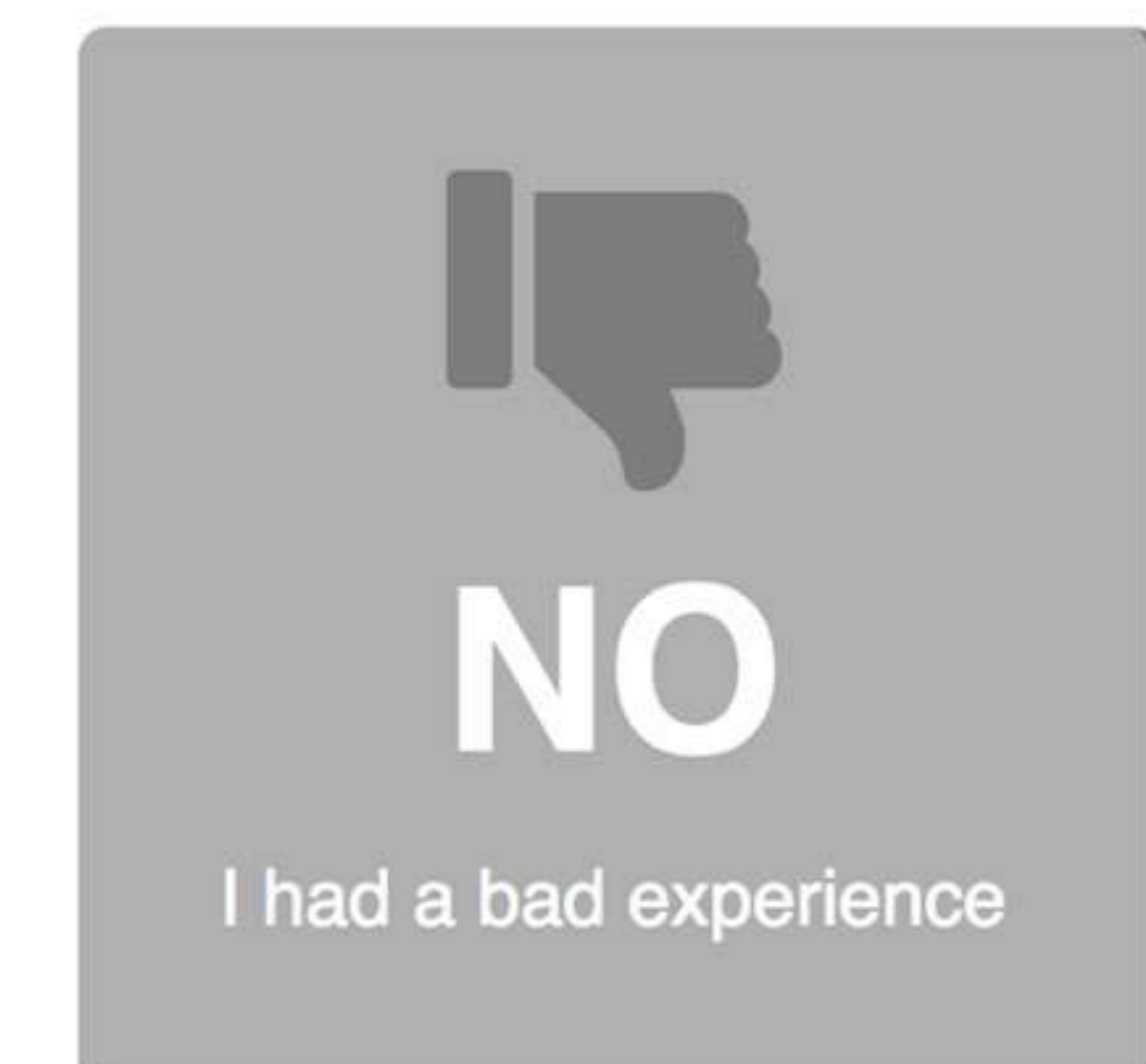
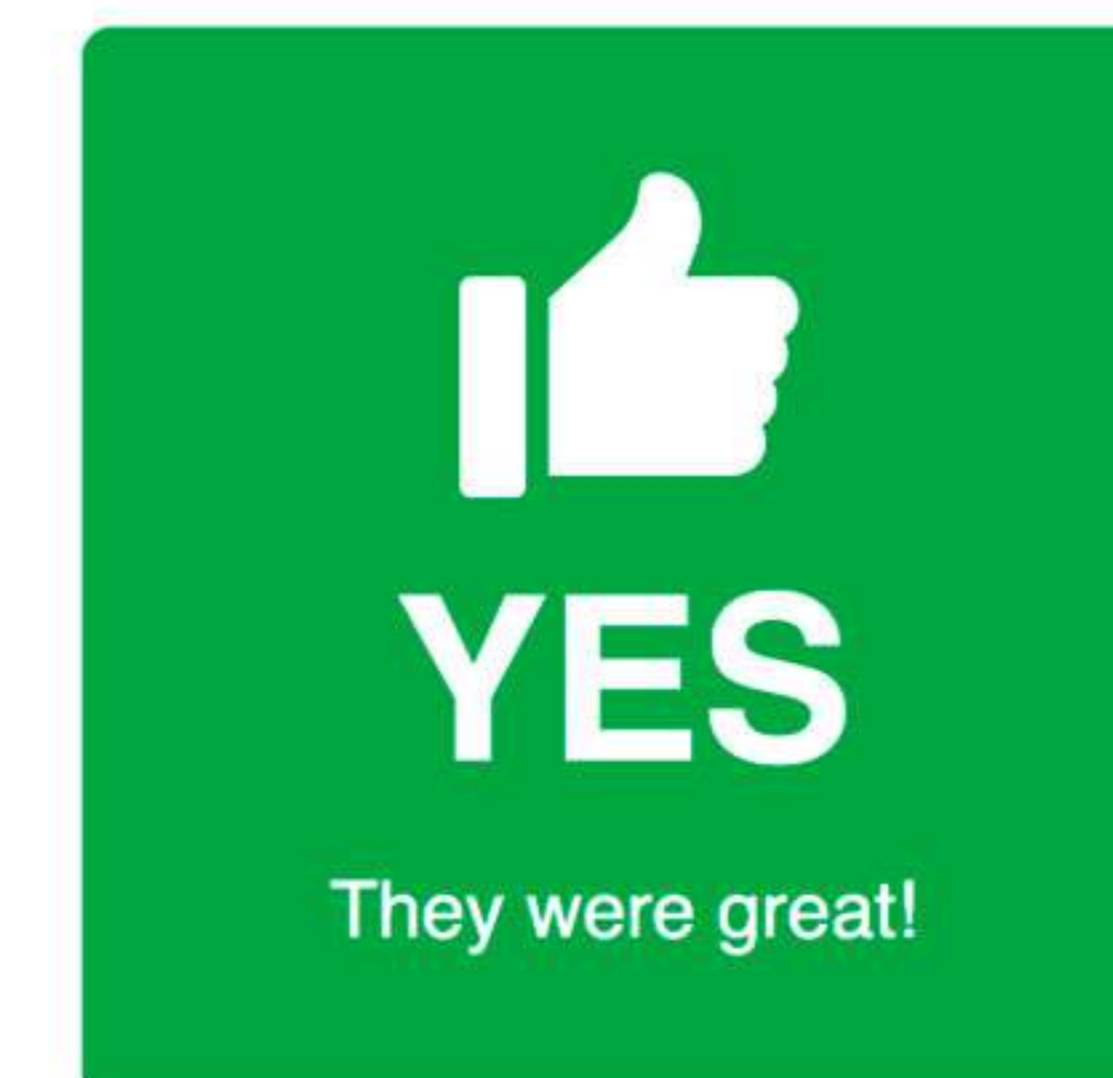


Review Invitation from ReviewSolicitors - would you recommend CWJ Solicitors?



Clarkson Wright & Jakes Ltd  
Solicitors and Notaries

Would you recommend  
**CWJ Solicitors?**



We have partnered with ReviewSolicitors, the UK's largest legal review site, and would love to hear your feedback. This is really important to us.

It's quick and easy to do, simply click on the 'Yes' or 'No' button above to leave us your review.


Thank you for your help - we look forward to hearing from you.

# How we show verified reviews

After each review is left, *you receive a notification via email*. You can provide a response to each and every review simply and easily from your dashboard.

The review itself, if collected using one of the three ways mentioned earlier, will show a **VERIFIED** symbol next to the review. This gives potential clients reading the review *confidence* that it is real.

### 65 Customer Reviews



**Overall experience** ★★★★★

Value for money ★★★★★

Professionalism ★★★★★

Initial Impression ★★★★★

Approachability ★★★★★

Services ★★★★★

Knowledge ★★★★★

**Reviews summary**

Excellent	58
Very Good	5
Average	1
Poor	0
Awful	1

Write a review... ★★★★★ Click to rate

Verified  
**Verified Client**  
 Added 2 weeks ago  
 Friendly professional firm  
 Was this review helpful?

Verified  
**Nikki**  
 Added 2 weeks ago  
 Report to admin  
**Always helpful**  
 ★★★★★  
 Thank you Amanda & Alis for your help guidance, it had been over 10 years that I had originally needed your Assistance, but when I needed that help again you were as brilliant as you were back then, thank you


# Comprehensive client feedback

By collecting reviews through us directly you will be able to gain *valuable insights* into how each department, location and / or solicitor is performing.

This feedback is allows you to *quickly see how clients rate the service* they have received from the firm.

Reviews

1 2 3 **4** 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22



Valerie  
2018-12-20  
★★★★★

- Report to admin
- Request reviewers details
- Print this review
- Respond to this review

**Thank you!**

I really appreciated the way Mr. Haigh replied to my multiple emails promptly & patiently. He kept me briefed about the progress of my house purchase, and recommended other experts for matters outside his purview.

I would certainly use Coles' again

**DRIVING OFFENCES**

- Would you recommend to friends and family?
- Was the client satisfied with the outcome?

- ★★★★★ Approachability
- ★★★★☆ Value for Money
- ★★★★☆ Knowledge
- ★★★★★ Initial Impression
- ★★★★★ Professionalism


**Value for money**


£2,500 - The client was quoted / expected to pay

£3,000 - The client ended up paying

The client through this was -  Overpriced  
 Underpriced  
 About right

Solicitors named in this review


Bob Jones


Phil Livmper

The client described their experience with Coles as the following highlighted in **GREEN**

Great communication

Professional

Efficient

Knowledgable

First Class service

Pleasure to deal with

Friendly

Approachable

Smooth process

Won my case

Acted with integrity

Direct contact with my solicitor

Honest

Straight forward

Sensible advice

Refreshing approach

Would recommend

Great value for money

Bill was correct

Fixed fees

Honest about costs

Efficient

Painless

Easy to understand

Was kept fully aware

Great legal knowledge

Additional questions answered

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

Private feedback

There was no private feedback left by the client



# Removing false or defamatory reviews



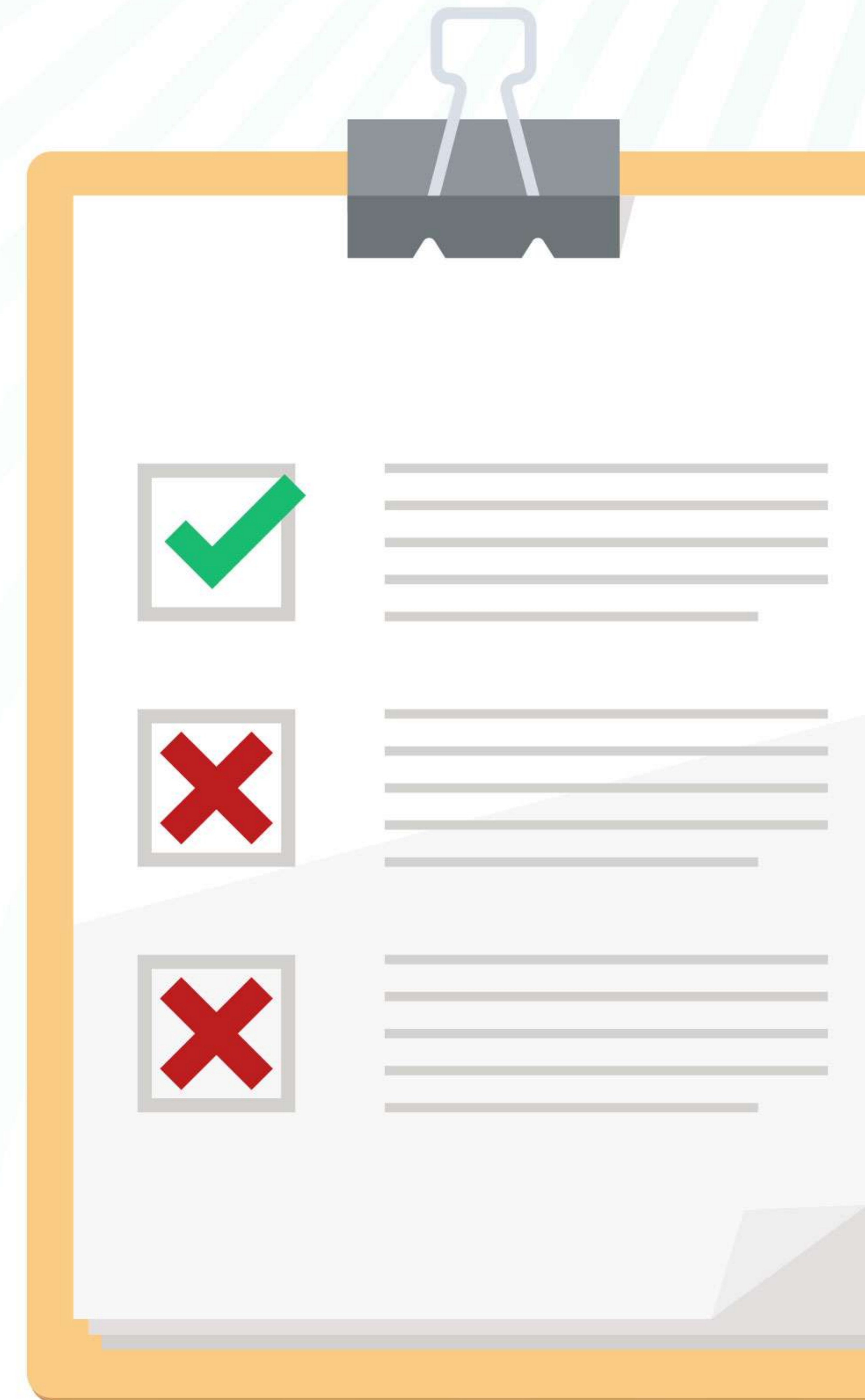
We take false and defamatory reviews very seriously. We have a dedicated, *fast-response team* to deal with reviews potentially violating our terms.



With all reviews you have a *free right to reply*. If you believe a review to be defamatory, you can log in to alert us and we will follow our set procedure to deal with it. If you report a defamatory review to us, *our system will automatically remove the review* from the public domain whilst the review is investigated. This is typically concluded within a few days.



*Our process is fair to both solicitors and users* of the site. If a negative review is genuine, we encourage our firms to reply to it publicly. This is a demonstration to both the poster of the review and other visitors to your page that *client service is important to you*, and *feedback is valued*.



# Monthly Reports

Current data is displayed on your ReviewSolicitors dashboard, but we also provide you with a *monthly summary report* at the start of every month. This gives you *access to statistics* which allows you to quickly see how your firm is performing with client feedback. This can be broken down by area of law and even each individual solicitor, making it an *invaluable management tool*.

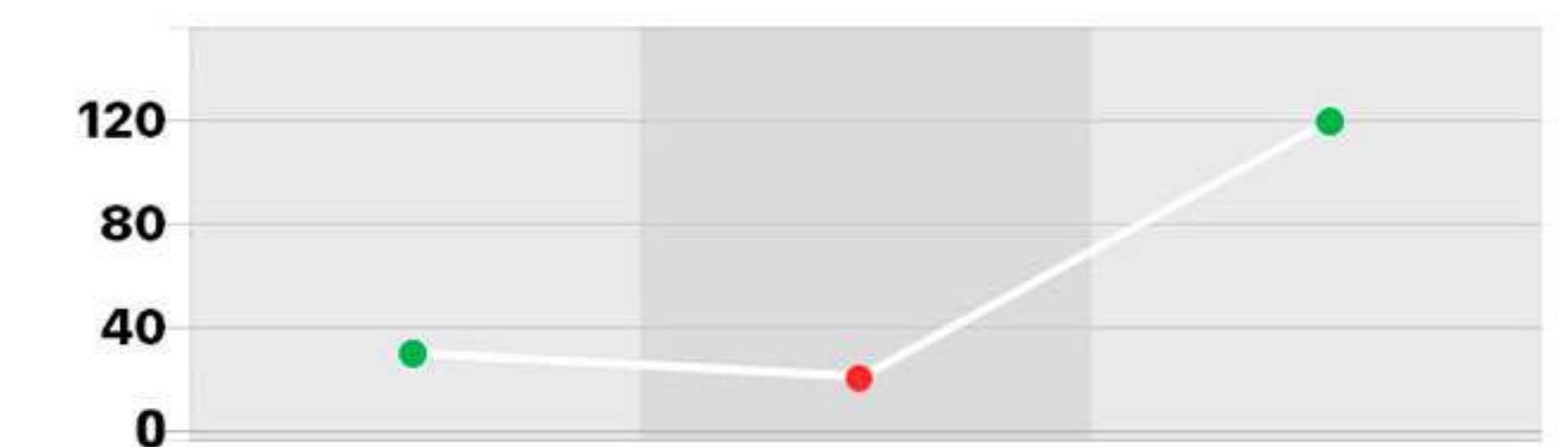
These *packs are perfect for monthly marketing meetings*. Samples can be downloaded from the main sales page of our website.

## Calvin Morris Limited February Review Performance

### REVIEW REQUESTS SENT THIS MONTH

**120** +428%

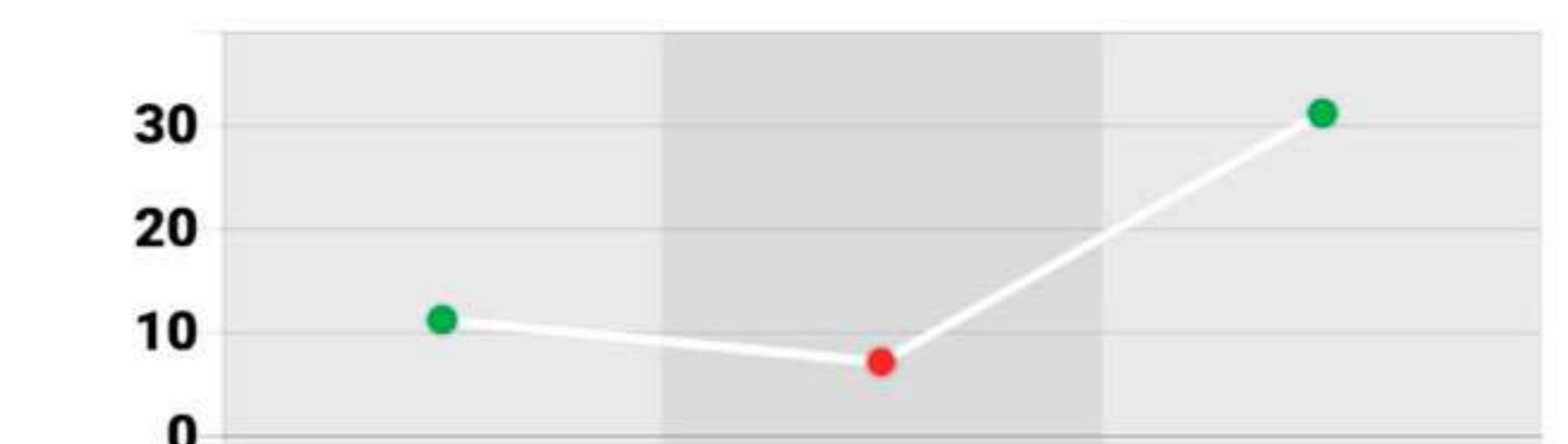
### LAST THREE MONTHS



### NEW REVIEWS THIS MONTH

**28** +355%

### LAST THREE MONTHS



### TOTAL CLIENT INTERACTIONS THIS MONTH

**325** +71%

### LAST THREE MONTHS



# Individual profiles

Provide each fee earner with *their own profile and allow them to collect reviews underneath the umbrella of the firm*. Allow your team to take pride in their reviews so they can showcase their reputation to reassure clients that you're the right firm to instruct.




Currently at DRT Legal



## David Rupert



Overall ranking **#354** out of **135,000** solicitors in the UK David is also ranked **#12** out of **25,000** solicitors for conveyancing matters

 Fulham, London, UK

 Licensed for 10 years

### PRACTISE AREAS

Commercial and residential conveyancing, Wills, probate and estate planning



-  Business 30%
-  Litigation 25%
-  Inventory 5%
-  Entertainment 5%
-  Trademark Application 5%
-  Wills & Probate 5%

# Control your firms reviews with different account types

Collect reviews from everybody but control who has access. Firm and team leader level reporting available to assist with feedback. *Give fee earners pride in the reviews they collect.*



*All accounts are included in your monthly price*

# A summary of our benefits

- ✓ Notification of new reviews via email
- ✓ Automatically collect reviews
- ✓ Verified reviews badge
- ✓ Ability to publicly reply to reviews
- ✓ No advertising on your profile
- ✓ Client enquiries directly to your inbox
- ✓ Customized widgets
- ✓ Enhanced profile page
- ✓ 20,000 impressions on competitor listings
- ✓ Incorrect reviews can be removed swiftly through our dashboard
- ✓ Reduced indemnity insurance premiums
- ✓ 4 & 5 star reviews automatically published to your Facebook and Twitter
- ✓ Appear at the top of searches for solicitors in your area
- ✓ Full review on how your firm is performing, including a monthly PDF pack to be used internally

**£299** per month



reviewsolicitors

ReviewSolicitors is tried and tested by hundreds of law firms who are already successfully collecting and using reviews.

To get started or find out more, simply email or phone



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