

To All Legal Aid Practitioners,

Customer Service Survey

The Legal Aid Department is committed to providing quality services to persons seeking or in receipt of legal aid. For this reason, we conduct regular survey to collect their views on the services provided to them by our assigned solicitors at different stages of the legally aided proceedings.

In the past years, you have kindly assisted in distributing the “interim litigation stage” questionnaire to sampled aided persons. This has helped us to collect their views and opinion on the services they received.

However, we have noted that the response rate has dropped since early 2004. I would therefore like to take this opportunity and ask for your kind assistance to exhort your aided clients to complete and return the questionnaires to us. Your effort will be very much appreciated since feedback from aided persons is important to us when considering ways to further enhance the quality of legal aid services in Hong Kong.

LEGAL AID DEPARTMENT
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