

2 October 2017

Wisewould Mahony's Family Law Team are exceeding client expectations, according to independent client survey firm, Klient Kulture.

The Melbourne and Geelong-based [Wisewould Mahony](#) Family Law Team have demonstrated their commitment to delivering outstanding client service by successfully implementing a 'client satisfaction measurement' with independent client experience firm, [Klient Kulture](#).

In what can be a stressful and difficult time in a person's life, Wisewould Mahony is committed to reaching out to Family Law clients in order to understand how well the firm is meeting their needs. This is to ensure their clients are receiving the kind of service that they expect during the legal process, as well as helping Wisewould Mahony to identify opportunities to continually improve and refine their service.

Wisewould Mahony believes that Klient Kulture complements this process.

According to the Managing Director of Klient Kulture, Greg Tilse, Family Law clients of Wisewould Mahony have produced responses which show that the firm is exceeding client expectations. Mr Tilse stated:

"Being open to client feedback - to actually seek it out in a regular and structured way - shows their commitment to client service. Lawyers are not always comfortable opening themselves up in this way. But more than this, Wisewould Mahony's truly impressive results show clearly what a great job they are doing in providing an outstanding client experience during what can be a very difficult process for many people. The results identify clearly that the clients feel confident putting their trust into their lawyer-client relationship."

Wisewould Mahony Special Counsel and Team Leader, Stacey Taylor stated:

"Our team takes great pride in being accessible, responsive and client focused. We are delighted by the results which show that our clients appreciate transparency around fees, the way we deliver our advice and value our guidance and support through what can be a complex legal process".



KLIENT SCORE 2017

Client feedback score out of 10 independently verified by www.klientkulture.com

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