



JUSTICE BEHIND BARS

Prisoners Legal Service: Client feedback

PLS appreciates any feedback about our service that can help us make improvements in the way we provide assistance.

1) How did you find out about PLS?

- Saw Chainmail or other publication
 - Another community organisation
 - Queensland Corrective Services
 - Private law firm
 - Other (please specify)
-

2) How easy was it to access PLS?

- Difficult
- Ok
- Easy

3) How quickly did we respond to your enquiry?

- Not quickly enough
- Quickly enough
- Very quickly

4) How well did we treat you?

- Not well
- Quite well
- Very well

Prisoners' Legal Service Inc.
Postal Address: GPO Box 257 BRISBANE QLD 4001
ABN: 15 677 129 750
Web: www.plsqld.com

Justice Behind Bars
Telephone: 07 3846 5074
Facsimile: 07 3229 9222
Email: pls@plsqld.com



A free service helping prisoners with parole, prison law matters and financial counselling
PLS respectfully acknowledges the Aboriginal and Torres Strait Islander peoples as the traditional owners and custodians of this land and acknowledges their Elders, past, present and emerging.

5) Did you understand the information you were given?

- Didn't understand at all
- Understood
- Understood very well

6) How useful was the assistance provided to you in helping you to understand or deal with your problem?

- Not useful at all
- Useful
- Very Useful

7) What did you need from PLS?

8) Did you get the assistance you needed?

9) Were you given information or assistance about any other issue that helped you, and, if so, what was that?

10) What did you like most about the service?

.....

.....

.....

11) What did you like least about the service?

.....

.....

.....

