



McLAUGHLIN & ASSOCIATES
CERTIFIED PUBLIC ACCOUNTANTS

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Butler, PA 16001

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Fax: (724) 431-0294

Your satisfaction is extremely important to us at McLaughlin and Associates.
Please take a moment to help us improve your experience.

Please mark the appropriate column to tell us how well our firm meets your expectations in the following areas:

	Exceeds	Meets	Does not meet	No Opinion
Understanding your needs and concerns				
Understanding your business and industry				
Handling your work on a timely basis				
Promptly returning your phone calls and emails				
Staff being available when needed				
Keeping you informed of the progress of your projects				
Satisfactorily resolving any issues that arise				
Treating you courteously				
Professional appearance of tax returns and other documents				
Providing appropriate and timely tax planning advice to you				
Clearly communicating our fees and billing policies				
Charging reasonable fees for the services provided				
Keeping you informed of tax law changes				

Please explain how we failed to meet any of the above expectations: -

Would you recommend our firm to others?

What changes should be made in the way we do business?

What do you like most about working with us?

Is there anything we can do to improve our service to you?

Additional Comments:

About you (Optional):

Name: _____

Address: _____

Phone: _____

Emails: _____

We sincerely thank you for your participation and look forward to working with you in the future!