



REPUBLIC OF KENYA



COUNCIL OF LEGAL EDUCATION

SERVICE DELIVERY FEEDBACK SURVEY

The Council of Legal Education is committed to upholding high standards of excellence and responsiveness in service delivery. Your feedback will help us identify strengths, address any gaps, and continuously improve the overall experience for all our stakeholders.

All responses are confidential.

SECTION 1: RESPONDENT PROFILE

1. Please indicate your category:

- ATP Candidate Parent/Guardian Law Student Legal Education Provider Member of the Public Supplier / Service Provider
- Government agency Other (please specify):_____

SECTION 2: CHANNEL OF COMMUNICATION

2. Which channel did you primarily use to access the service?

- Phone call e-ticket Physical office visit Email Letter
- WhatsApp Social media Online portal / website

3. Which CLE service did you seek? (Select one main service)

- Inquiry Raise a complaint ATP examination registration Refund processing Issuance of transcripts / compliance certificates Recognition of foreign qualifications Licensing / accreditation of legal education providers
- Procurement Recruitment Other (please specify):_____

SECTION 3: RESPONSIVENESS & EFFICIENCY

4. How would you assess CLE staff's responsiveness and effectiveness in resolving inquiries?

- Needs Improvement Below Expectation Meets Expectations Above Expectations Exceptional



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SECTION 4: COMPLAINTS HANDLING (IF APPLICABLE)

5. Did you lodge a complaint or grievance with CLE?

Yes No → *If No, proceed to question 6*

6. Was your complaint resolved ?

Yes No Still pending

If still pending, share more details

SECTION 5: OVERALL SATISFACTION

7. Overall, how satisfied are you with CLE's service delivery?

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

SECTION 6: IMPROVEMENT AREAS & FINAL FEEDBACK

8. Which areas require the most improvement? (Select all that apply)

- Timeliness of service Communication clarity Complaints handling
 Staff courtesy and professionalism Online portal / website experience
 Examination-related services Licensing and accreditation processes
 Other (please specify): _____

9. Please share any additional comments or suggestions to help CLE improve service delivery:

Thank you for your feedback