

Annual Client Feedback Report



Forrester Sylvester Mackett Solicitors
June 2016

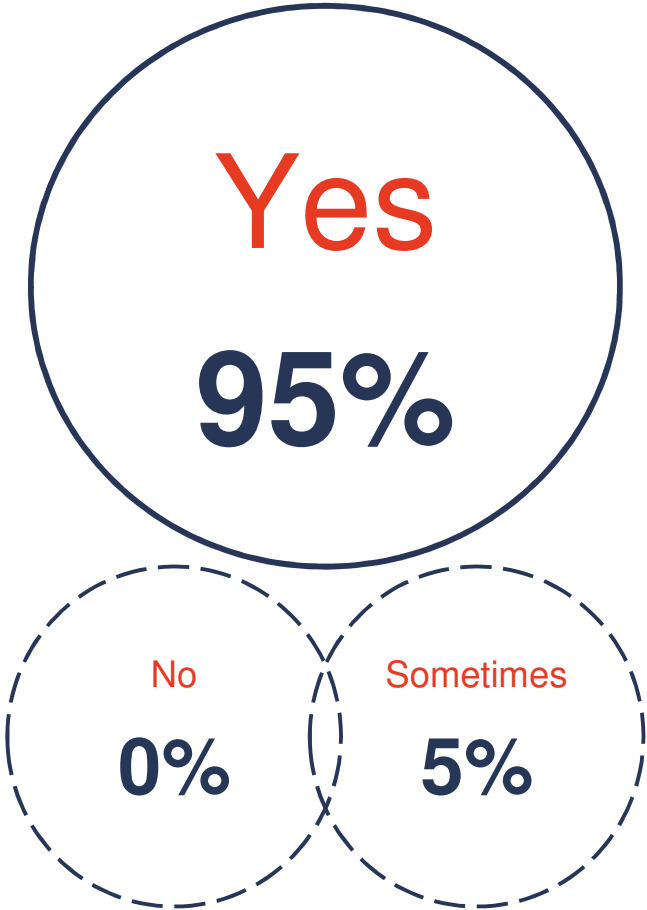
WHEN ASKED WOULD YOU
USE US AGAIN OR
RECOMMEND US TO OTHERS



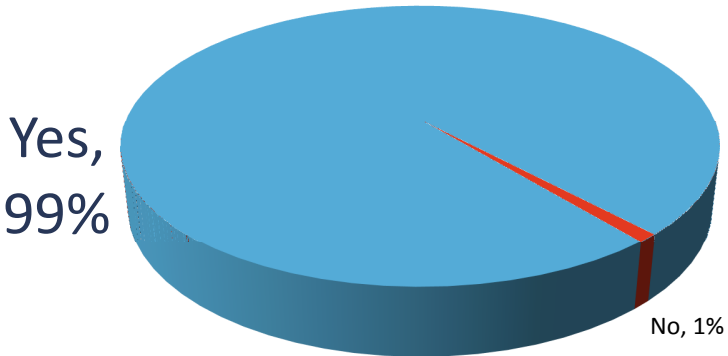
98% OF YOU SAID **YES**

PROMPT RESPONSE?

Were your calls/emails answered promptly?

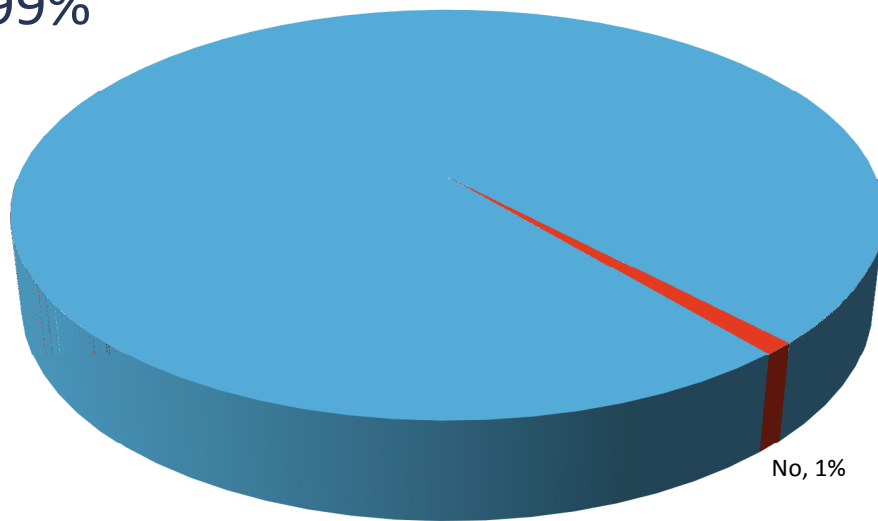


WERE OUR STAFF FRIENDLY AND HELPFUL?



GOOD SERVICE FOR MONEY?

Yes, 99%



99% of you thought our service was good value for money

Testimonials from our clients

Two other solicitors helped me as well and even the receptionist was very polite and helpful.

♦

Thank you very much for completing this work in such an efficient and timely manner.

♦

As always with Nick Guinness the matter was dealt with very professionally

♦

I have used FSM many times and used many different staff.

I always feel happy to use the firm

♦

I've used the firm for 48 years and had excellent service from all departments, house purchase, land sales, Will, power of attorney, from all personnel - reception to senior partner

♦

1st Class service at all times.

♦

Karina Henty was fantastic, very warming and explained procedures thoroughly. She also listened intently to what she was getting told.

♦

It was a pleasure dealing with Mrs Saunders