



Forrester Sylvester Mackett

SOLICITORS

What matters to you, matters to us

Annual Client Feedback Report



Forrester Sylvester Mackett Solicitors
June 2018

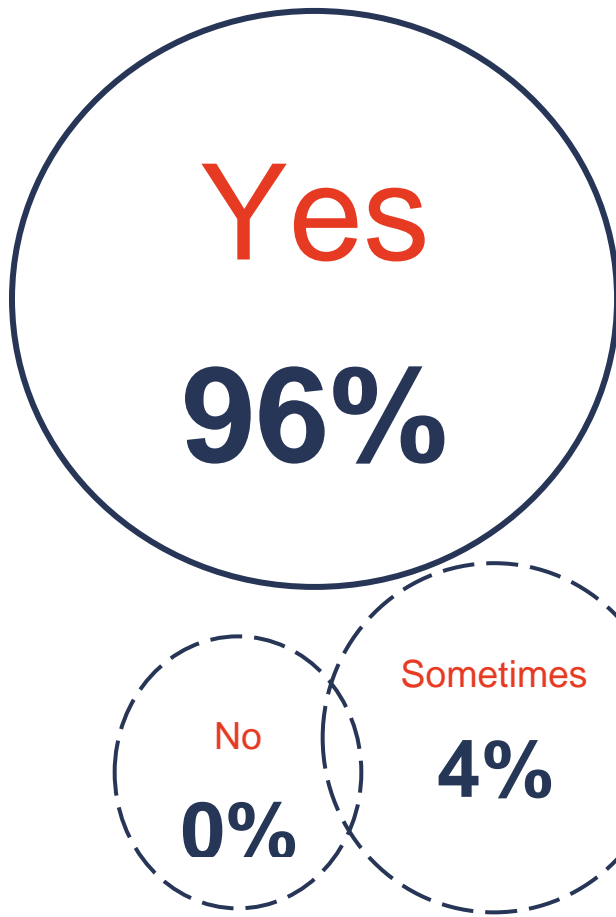
WHEN ASKED WOULD YOU
USE US AGAIN OR
RECOMMEND US TO OTHERS



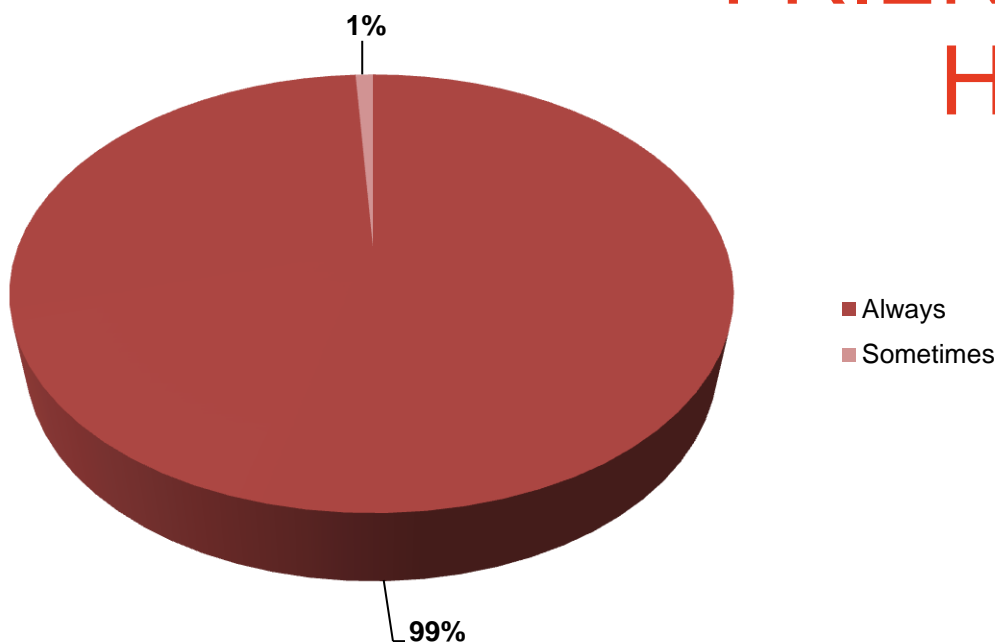
98% OF YOU SAID **YES**

PROMPT RESPONSE?

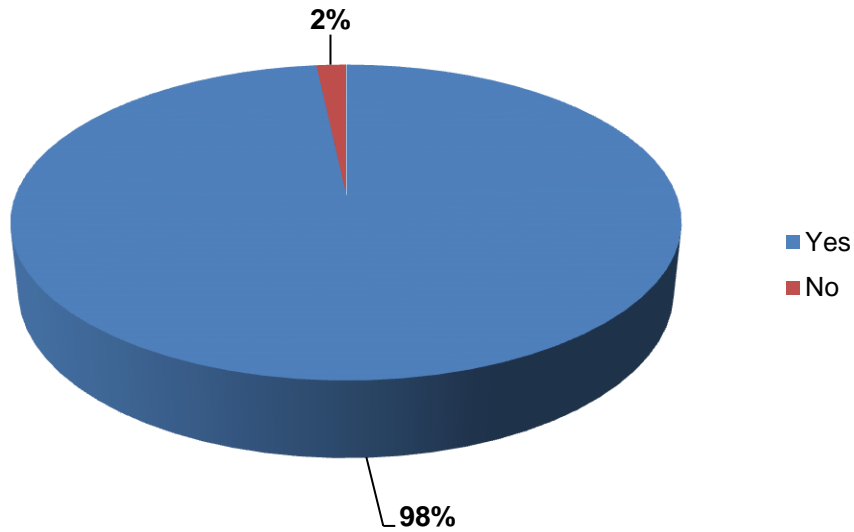
Were your calls and emails answered promptly?



WERE OUR STAFF FRIENDLY AND HELPFUL?



GOOD VALUE?



98% of you thought our service was good value for money

Testimonials from our clients

Hiba worked incredibly hard to help us make our tight timescales. We could not fault her or recommend her enough. First class service.



Very pleased with the service I received, especially the particular efforts made to resolve difficulties.



Excellent service as always from your company - have used you for over 30 years.



I always recommend FSM to my close friends and family.



Excellent service again. Staff extremely professional with a lovely friendly, caring manner.



Very friendly and informative. Highly professional service.



Fast, efficient friendly service which I will certainly use again and recommend.



Superb and highly professional service. Rachel is friendly approachable and made a difficult matter very easy to cope with.