



Forrester Sylvester Mackett

SOLICITORS

What matters to you, matters to us

Annual Client Feedback Report



Forrester Sylvester Mackett Solicitors
June 2020

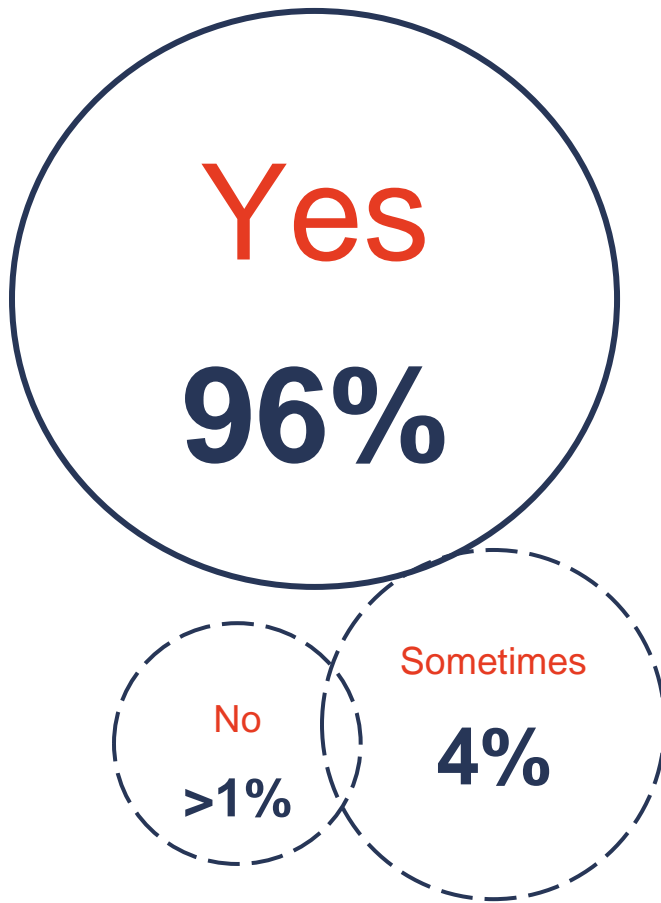
WHEN ASKED WOULD YOU
USE US AGAIN OR
RECOMMEND US TO OTHERS



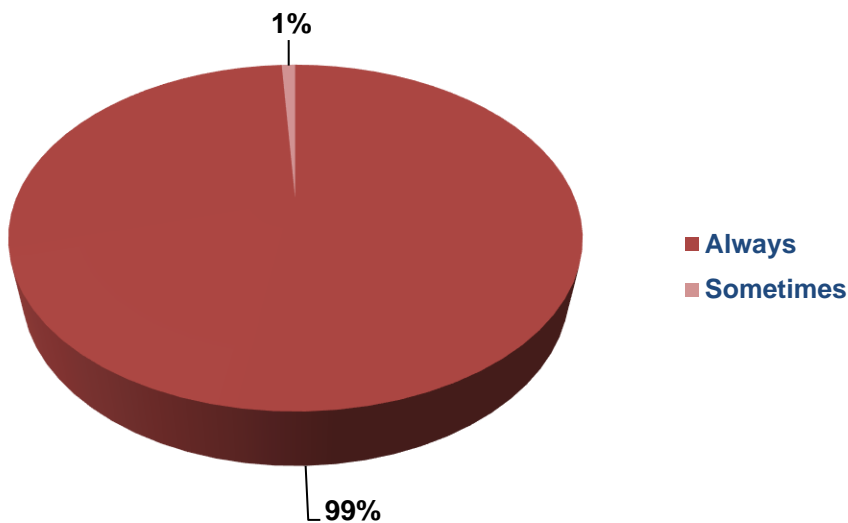
99% OF YOU SAID **YES**

PROMPT RESPONSE?

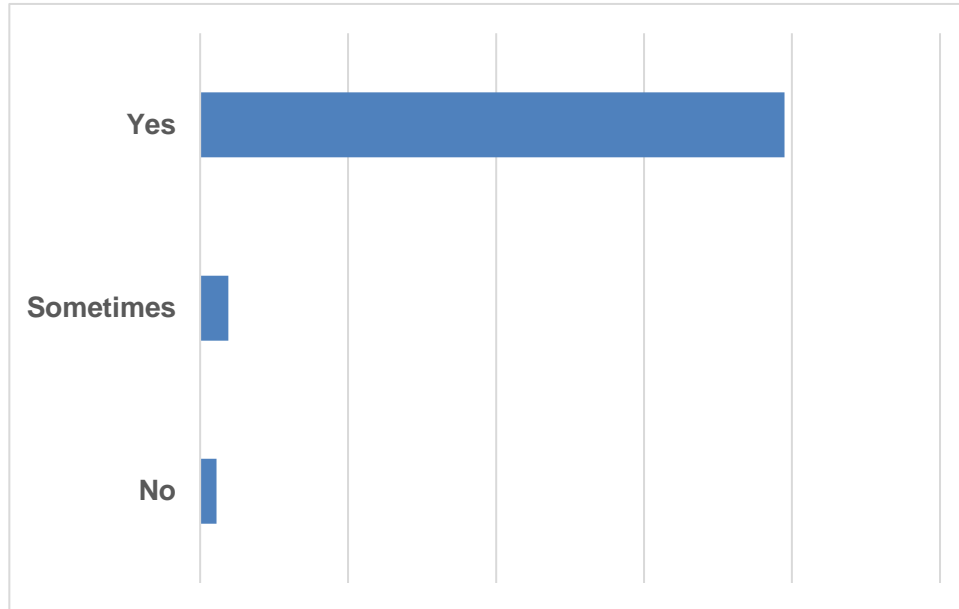
Were your calls and emails answered promptly?



WERE OUR STAFF FRIENDLY AND HELPFUL?



GOOD VALUE?



93% of you thought our service was good value for money

Testimonials from our clients

“

Excellent service for sale of a house. And thank you to Rachel Saunders for handling the estate.

◆

Made me feel relaxed and explained everything. Nothing was too much trouble. Helped me through a very bad time.

◆

Jane Healey was all I could have asked for. She was kind compassionate, helpful and professional.

◆

Excellent service throughout. Very pleased.

◆

Very professional service provided by a knowledgeable solicitor who was able to translate legal jargon into a simple explanation.

◆

My family have always used these solicitors and will continue to do so - 10/10.

◆

Stewart Donald gave me kind friendly and professional advice at all times.

”