



Forrester Sylvester Mackett

SOLICITORS

What matters to you, matters to us

Client Feedback Report

July 2022



**When asked would you use us
again or recommend us to others?**

100%

of you said YES



Prompt response? Were your calls and emails answered promptly?

Yes
94%

No
0%

Sometimes
6%

**“Very efficient service at
all times”**



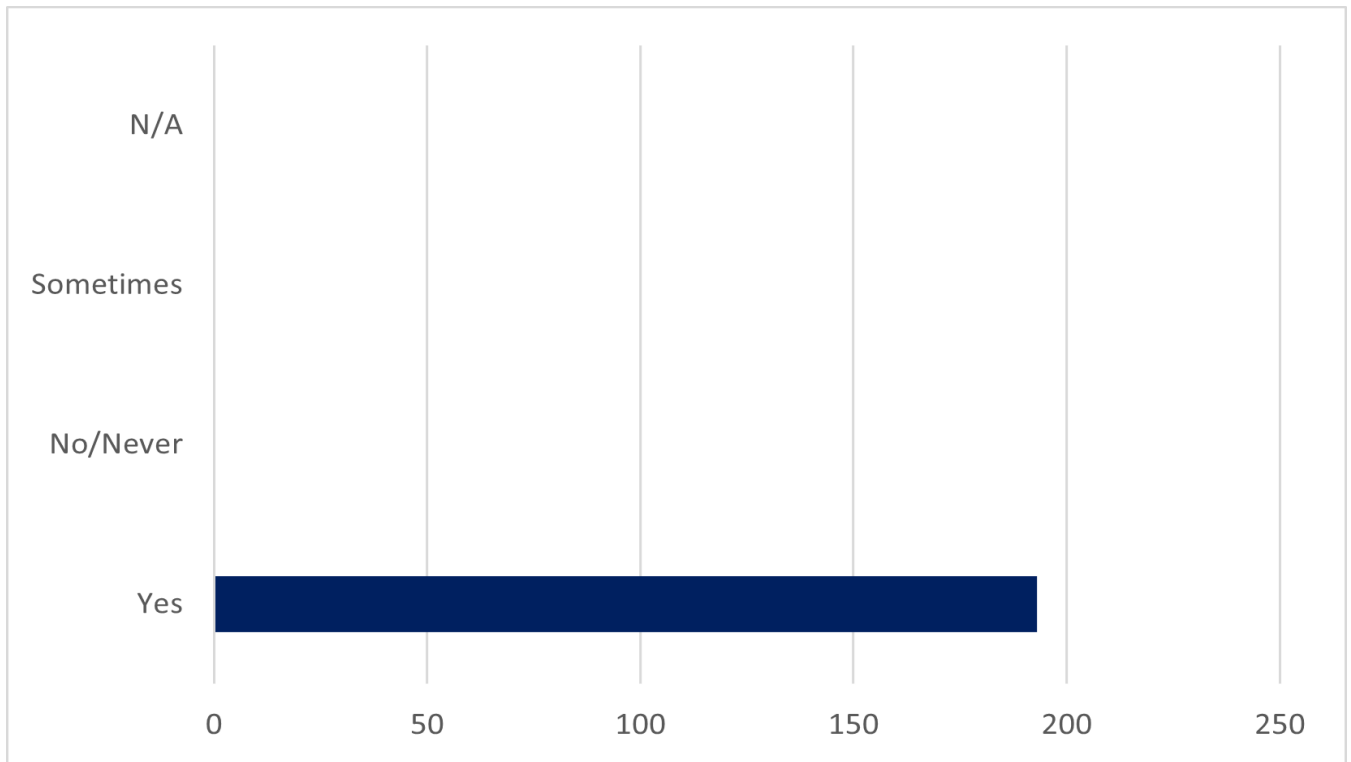
**Were our staff friendly
and helpful?**

100%

of you said YES



Good value?



100%

**of you thought our
service was good
value for money**



Here's what some of our clients had to say about us....

 *Very helpful & professional. 1st class service*

Lucy & Marcia are a real asset to your firm and have been wonderful.

Thank you so much Hiba for all your help. I have been very happy with the service from FSM. Hiba has been brilliant. I would definitely use FSM again . Thank you.

Outstanding professional and friendly service

Friendly approachable and professional

Very helpful. Very pleased that I had Flavia as my solicitor.

Very helpful & friendly. Thank you

Caroline was very efficient, informative and empathetic. I really appreciated her support.

Jessica has been extremely helpful each time we have consulted her.

Claire explained everything and answered all my questions patiently and very clearly. Really appreciate all her hard work.

