

Mr. Harvinder Singh Bhurji  
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Effective Dispute Solutions Limited  
41 Hanover Road, Birmingham  
B65 9EB, United Kingdom

20<sup>th</sup> September 2016

**Reference: Chartered Institute of Arbitrators (CI Arb), Accredited Commercial Mediation Training, Izmir, Turkey, 1<sup>st</sup> – 5<sup>th</sup> August 2016**

Dear Harvinder,

I wish to thank you for agreeing to co tutor the CI Arb commercial mediation course in Turkey at such short notice, I appreciate you had to rearrange a number of mediations you were scheduled to mediate in the UK, as well as your own personal commitments.

The 16 delegates and I, all commented upon how you displayed exemplary knowledge of the mediation process, as well as skilled training techniques. The five-day course was intense for the delegates as well as for you.

You ensured that you conveyed all of your extensive expert knowledge, during the long days to a group of delegates who are considered to be amongst the elite of the Turkish legal and mediation world. Therefore, I appreciate this added unneeded pressure, the delegates as you will recall, were Lawyers, Judges, University Lecturers / Professors, Arbitrators, some were also Mediators (who had already received CEDR Mediation Training), to include Mediation Trainers and the first ever Turkish Mediator.

The expert knowledge of the delegates made your task slightly more difficult than usual, as I believe you are usually accustomed to training professionals who have little if no knowledge of mediation.

Whereas the majority of the delegates you delivered to in Turkey all had previous knowledge and experience of mediation, which meant you not only covered the basics and what the syllabus required of you, but you went over and beyond, delivering advanced mediator tips, and mediation techniques, to tie in with their experience.

Equally having to use translators, as English was not the first language of the delegates added another layer of difficulty to your task which you handled extremely well. You took questions at great length, and provided detailed and specific answers; this was further reinforced by your 14 plus years of real-life examples of the cases that you have mediated.

As you are aware this is the first time we used the CI Arb and yourself to deliver this commercial mediation training, which truly did surpass all of our expectations, we were extremely delighted that there was in fact a 100% pass rate, bearing that in mind we are planning on having another training session in 2017, which we want you to deliver.

The fact that you built rapport very quickly, combined with your down to earth approach and good sense of humor, made the training that much more enjoyable, I freely endorse you as an expert mediator and mediation trainer.

Yours sincerely,



Miss Bennar Aydoğdu, LL.M., MCI Arb

**International Lawyer, Arbitrator & Mediator**  
**Member, Board of Management, CI Arb**  
**Chairman, Education and Membership Committee, CI Arb**  
**Member, Practice and Standards Committee, CI Arb**  
**Member, Examinations Board, CI Arb**  
**Member, European Branch Committee, CI Arb**  
**Immediate Past Chairman, CI Arb European Branch**  
**Co-Chair, ICC Turkey National Committee Arbitration Commission**  
**Chairman, Bursa Bar Association Arbitration Commission**  
**Vice Chairman, Bursa Chamber of Commerce & Industry Arbitration & Mediation Center (BTSOTAM)**  
**Vice Chairman, Union of Turkish Bar Associations Arbitration Center**  
**Member, Board of Management, Istanbul Arbitration Association**  
**Former Regional Coordinating Committee member, Turkey, Middle East and Africa Section, ICC YAF**