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Dear Harvinder

Workplace – Employment Mediation

I wish to confirm that you mediated for our charity last week, between a senior member of the charity and one of their managers. Several issues were of concern which emanated out of various allegations being made, a whistleblowing exercise, five-hour investigation, and formal grievance/disciplinary process which resulted in none of the matters being upheld.

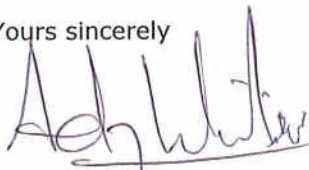
Lack of trust, suspicion, strong personalities and miscommunication were all pertinent issues which were driving this dispute, alongside several underlying issues, which you quickly identified and very diplomatically handled. All of this unfortunately then led to the two employees not being able to work alongside each other.

It was reported back to me that you used a great deal of tact, diplomacy and empathy, as one of the employees was extremely emotional, taking the time to listen to both employees at length. The solution which you helped the employees arrive at, allows for them once again to work alongside each other.

We are grateful that you resolved this workplace dispute within four hours, in contrast it has been going on for nearly eighteen months, if only we had come to you sooner.

We would of course happily recommend you to other organisations, given all the above and the fact that you were value for money, and managed to conduct the mediation at short notice, given your existing busy caseload.

Yours sincerely



Andy Winter
Chief Executive

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