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Mediation Director  
Effective Dispute Solutions  
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Monday 22<sup>nd</sup> May 2017

Harvinder

**Re: Workplace Mediation Reference**

I am grateful for your mediation services. I contacted you on the 10<sup>th</sup> May 2017 and within a few days you had the mediation set up, to include liaising with me over the weekend to ensure all was in place. On the 18<sup>th</sup> you mediated, I appreciate you doing so, at such short notice. The Trustees and I wish to place on record our thanks for helping to put this sensitive dispute 'to bed' in less than one day, especially as it had been going on for a considerable period of time.

As we discussed there were allegations of bullying and negligence as a result of a manager whistleblowing. This then led to the manger making a formal complaint against a senior member of our organisation.

This then took up an enormous amount of my time, as well as that of my colleagues to investigate, whereby after the investigation, both employees were still unhappy with the other. We really needed a third independent party to intervene, and I am glad we came to you, as not only were you the first to respond to our enquiry unlike some of your competitors, some who did not even respond, but as pre-mentioned you promptly set up the mediation and more importantly got the parties to settle.

I am happy to endorse your services, and found that you were value for money also, I would hope other organisations can benefit from your mediation services, as we did.

Yours sincerely

William Parkinson  
CWYMCA Vice Chair

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The logo for YMCA, consisting of the letters 'YMCA' in a bold, stylized, blocky font.