



The Woodland Academy Trust

Putting children at the heart of all we do

Executive Principal: Mrs Angela Barry

Executive Head Teacher for School Improvement: Mr Phil Powell

Website: www.woodlandacademytrust.co.uk



Mr. Bhurji LLB (Hons) QDR (M) MCI Arb MCMi Afil
Workplace Mediator & Qualified Dispute Resolver
EDSL, 41 Hanover Road
West Midlands
B65 9EB

Friday 21st July 2017

Dear Harvinder

30th June 2017 Workplace mediation

I contacted you on the 22nd June 2017 with regards to a complex dispute we had at the trust between some of our staff members.

Due to the complex nature of this dispute, we required a mediator who not only had extensive workplace mediation experience, but one who understood employment law and the way that an employment tribunal operates, as well who could mediate at such short notice for us, essentially within eight days.

A clear the air meeting was long overdue, as both employees would need to work alongside each other again, both of whom were apprehensive to do so, within five hours, you were able dispelled all the issues that each employee had with one another, so they were able to communicate effectively.

A lot of the issues were simply down to misunderstanding and miscommunication, which you coached both employees through strategically, whereby they departed with key information the other was unaware of, had misunderstood at the appropriate times through your guidance. By doing this, you were able to facilitate the employees to agree a work plan going forward as well as what they both must do going forward, should any further issues arise.

We were impressed that not only did you resolve this matter within five hours, as it had been going on for over half a year, you got to us on time despite all the traffic, all the way from Birmingham, managed to arrange the mediation within two days and then liaised with my colleague whilst I was on leave to firm up the final arrangements

We would recommend EDSL to other organisations who require workplace mediation, we were impressed by your references, and now we know why those organisations had written such glowing references about you.

We will certainly be engaging your services in the future if the need for mediation should arise again.

Yours sincerely,

Karys Eagle
Recruitment and HR
Woodland Academy Trust



The Woodland Academy Trust

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