

**From:** Lisa Rodger [<mailto:@clerksroom.com>]  
**Sent:** 02 April 2017 23:43  
**To:** Lisa Rodger  
**Subject:** Case: Confidential v Ministry Of Defence - How did we do?

**Case Reference:** Confidential v Ministry Of Defence

**Case Date:** 27<sup>th</sup> – 31<sup>st</sup> March 2017

**Member:** Harvinder Singh Bhurji

### Feedback received

We have received the following feedback from [Mark.Oley@nasuwt.org](mailto:Mark.Oley@nasuwt.org)

Ease of booking and administration?	9
Were the facilities satisfactory on the day?	9
Was the mediator prepared to your satisfaction?	9
On the day, was the mediator on time and available for discussion?	10
If follow up was required, was it completed OK?	9
Were you happy with the fees charged, were they value for money?	10
How good at mediation do you think the mediator was?	10
How do you rate the mediator's communications with you and your clients?	9
If agreement was reached, how significant was the mediator's input in helping the parties to resolve their dispute?	9
Would you use this mediator again?	10

Comments:

Mr Singh dealt very well with a very complex and difficult case where there were serious issues to be resolved.

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Many thanks,

Clerksroom

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