

Mr Harvinder Singh Bhurji
Effective Dispute Solutions Limited
41 Hanover Road
Birmingham
B65 9EB

22nd August 2017

Dear Mr Bhurji

Builder dispute - telephone time limited mediation

Following the telephone mediation, I observed your conduct, I can confirm you got the parties to quickly focus on the issues, and got them to cut to the chase. This was essential as this was a time limited mediation and of course time was of the essence, you kept a firm eye on the clock and gently reminded the parties that time was ticking.

I felt you controlled the parties very well, being fair throughout, especially as the claimant was extremely entrenched, whereby you kered the inappropriate remarks they made towards the defendant.

Unfortunately, it did not settle, however that was no reflection upon you, as the claimant had no intention of paying for anything.

Through this observation I learnt how to handle intransigence, and how to handle difficult parties, from observing you, I can now put this skill into my own practice as a mediator. In conclusion, I would happily use you as a mediator and certainly would recommend your mediation services.

Yours sincerely



Mr Norman Younger BA (Hons) FCCA MCI Arb

Director & CI Arb Accredited Commercial Mediator

Accountancy Practice Sales Brokers and Consultants
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