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Mr Harvinder Singh Bhurji
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EDSL, 41 Hanover Road
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25 June 2018

Dear Mr Bhurji

Contractual Dispute and Resolution

I was grateful to sit and observe your Mediation on Friday 23rd June in London for 4 hours. The two companies were an IT software provider and a Law Services firm. Although at the outset the two directors representing the two firms were financially wide apart with their claims, you caused them to see the benefit of reaching a settlement.

By remaining neutral between the two directors and advising them of the benefits of a settlement (after they had argued for two years and each having a widely different expectation) you reasoned the case for settling in this session.

Each director realised he had the option during the session not to accept the mediation outcome and to pursue a legal settlement. You pointed out the considerable cost and time for such a route. Through mediation, which itself is legally binding, you made sure the matter was closed by recording the simple facts of the agreed settlement on a single page contract which both directors signed.

I was impressed by your neutrality and by concluding the disagreement within four hours. It has certainly helped me understand the process and benefits of Mediation and I am grateful to you for allowing me to observe this successful session.

Yours sincerely
Roger Hood, e-signature

Dr Roger Hood QVRM TD DL
Director