

Effective Dispute Solutions
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Midlands, West
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To Whom It May Concern

As a newly accredited mediator, I recently had occasion to observe a mediation with Effective Dispute Solutions. Harvinder briefed me in a timely manner so that I was able to read through the pre-mediation documentation prior to the appointment.

I knew exactly what was expected of me before arriving at the mediation and Harvinder kept me apprised and engaged throughout the discussions.

The issues related to a building dispute which had been ongoing for a number of years and which was in the early stages of becoming embroiled in expensive litigation.

Mediation was undertaken in an attempt to avoid further costly litigation. The parties were driven by emotions and personal objectives which made the discussions somewhat heated at times.

Harvinder's professional and quiet but determined approach meant that the parties were encouraged to be frank and open in their discussions with him which enabled him to elicit information to move towards a compromise that was satisfactory to both parties.

All outstanding issues were addressed with each of the parties and Harvinder was friendly with an understated style, but forceful when he needed to be to ensure that the mediation proceeded in a structured and cohesive way.

He appeared hugely experienced at obtaining a sense of how the parties wanted to negotiate and where a deal lay. I observed a comprehensive example of how to mediate a dispute.

Yours sincerely



Clare Waller (Solicitor, MCI Arb)
Senior Legal Advisor