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Effective Dispute Solutions
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Midlands
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Monday 11th May 2020

OBSERVATIONS FOR NEWLY QUALIFIED MEDIATORS

Dear Harvinder

We met in September 2019, when you taught myself and seven other solicitors on an Accredited Civil & Commercial Mediation training course. The whole group were delighted when we received our results. Every single one of us passed the final assessments which were marked by one of your colleagues.

For geographical and convenience reasons, I undertook an initial mediation observation with another provider, but quickly decided to undertake my remaining observations through you.

You placed me on your priority list and fast tracked me through as soon as you could, bearing in mind the Covid-19 virus did not help as you faced some cancellations. I observed three mediations through you. The first a commercial landlord & tenant mediation. It concerned a claim for approximately £59,000, with several accusations hurled at each side. The threat of a counter claim, forfeiture and bailiff action also.

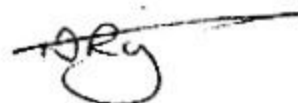
The second mediation was a builder dispute, with alleged defective works, an unpaid bill, with a global value of £37,000 it had been ongoing for over 6 months.

The third mediation was an insurance contract dispute, with a value of £200,000. Relating to the extensive damage caused to a [REDACTED] that has featured in a [REDACTED] film.

The first mediation was in person, the last two, were via Zoom video conference. At the end of the mediations and throughout you quizzed myself and the other observers. Testing us on a range of our mediation, and paying attention to detail skills.

To conclude this was an invaluable learning experience by observing various mediations through you. I learnt various techniques, practises and useful tips which I will now be able to take into the mediation arena. I had the added benefit of having you as my tutor on the accredited mediation course and it was refreshing to see that you did not deviate from what you taught us all on the course. In essence you practice what you preach.

Your sincerely



Mrs Nisha Raikundalia LLB (Hons)
Local Government Solicitor