

Irene Caldarulo

Flat 7, 51 Gillingham Street, London SW1V 1HS, 07906 415544

Mr H S Bhurji
Effective Dispute Solutions
41 Hanover Road
Birmingham, B65 9EB

20th January 2021

Dear Harvinder,

I observed you mediate a highly complicated and sensitive neighbour dispute. It centred around an adult with a range of mental health and learning disabilities. The mediation was undertaken by her parents.

To those looking to observe, Harvinder is extremely skilled and spoke to the parties with honesty and simplicity. Observing a real mediation was quite eye-opening, and I learned that kindness, understanding and common sense are the main ingredients for a frank and fruitful conversation.

All in all, this was very useful, I would like to thank you for the opportunity to observe this mediation, not only did I learn, I enjoyed myself also.

I would not hesitate to recommend you for observations.

With kind regards

Irene Caldarulo
Imperial Health Charity volunteer

