

Please respond to: Yvonne Murray HR Business Partner Victim Support Tel: 07507847678 E-mail: yvonne.murray@victimsupport.org.uk

1st March 2013

Mr Bhurji LLB (Hons) QDR (M) MCIArb MCMI Effective Dispute Solutions Limited 41 Hanover Road Birmingham B65 9EB

Dear Mr Bhurji

Re: Workplace Mediation

I am writing regarding your recent involvement with Victim Support and the help which you gave us by providing a mediation service within our organisation.

As you know, I had been experiencing some difficulties which were occupying a disproportionate amount of my time and which certainly required the intervention of an independent organisation in order to achieve an amicable resolution. I am pleased to tell you that your mediation has proved successful and that there has been positive feedback from the individuals concerned.

I would like to thank you and am grateful for your urgent attention to my request for assistance. Should the need arise, I would be happy to utilise your services again.

Yours sincerely

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Yvonne Murray HR Business Partner, Central England and Wales