

Cousins

FURNITURE

Mr H S Bhurji LLB (Hons) QDR MCI Arb MCM
Effective Dispute Solutions Ltd
41 Hanover Road
Rowley Regis
West Midlands
B65 9EB

20th December 2006

Dear Mr Bhurji

Re: Reference

With regards to the recent mediation you conducted between Cousins and one of our customers, I wish to thank you for your assistance.

The dispute had been going on now for nearly 2 years, it was a consumer matter revolving around an alleged breach of contract resulting in an £8,000.00 claim.

I found you to be competent, friendly and professional throughout the whole process, and was delighted how quickly you were able to facilitate towards a satisfactory settlement, bearing in mind the position the claimant initially took.

Similarly we successfully settled a previous dispute you mediated for me in October 2003 and I would not hesitate to recommend you, with best wishes for the future.

Yours sincerely



Mr Richard Foster
Operations Manager

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