

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

My Ref: CB/DJT
Your Ref:
Please ask for: Mr C. Benson
E-mail chris_benson@sandwell.gov.uk
Telephone No. 0121 569 6584
Date: 2nd March 2007

Dear Harvinder

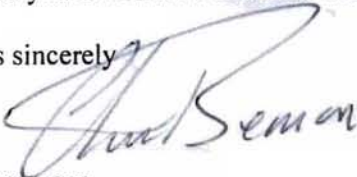
Re: Reference

I can confirm that between December 2002 and June 2004, Sandwell Trading Standards referred 26 cases to Sandwell Mediation Services. Out of the 26 cases you successfully resolved 21, which equates to a success rate of over 80%.

The cases were all of a consumer and/or contractual nature and varied in value from a few hundred pounds to several thousand pounds. The feedback from the disputants was very positive and many commented that they would not have pursued their complaint without your assistance.

I can also confirm that Sandwell Trading Standards/ Sandwell Consumer Support Network have booked you to deliver Mediation Training scheduled for May 2007.

Yours sincerely



C. BENSON
Principal Advice Officer

Community
Legal Service



INVESTOR IN PEOPLE

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