



Customer Services

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10th April 2008

Dear Harvinder

Referring to your e-mail of 04 April 2008 I confirm that I attended the mediation session at Kidderminster County Court on _____ with my client _____ the Electoral & Administration Services Manager for Mendip District Council.

The case concerned a claim by _____ against Mendip District Council for non-payment of an invoice presented in relation to goods provided for the 2007 local and district elections. Mendip District Council disputed the level of service and goods provided by _____ and did not feel that they should pay the total invoice of £7419.50. Court proceedings had been issued against Mendip and the court suggested that the parties try and resolve the dispute through mediation.

Neither my client nor myself had been through a mediation process before and we would like to thank you for your assistance in helping us to reach a settlement with _____

My client found you to be very fair and willing to take time to hear all our issues – sometimes in great detail. I believe that this helped diffuse any tensions that existed at the outset and assisted both parties in breaking free from entrenched positions to try and find a workable solution. My client makes the comment that the level of success can be reflected in the open and honest discussions held with _____ at the end of the process about the problems that we had experienced.

We would gladly recommend your services and those of mediation to any and will retain your information on file in the event of further disputes arising for which we feel you may be able to help.

With best wishes for the future and thank you again for your assistance

Yours sincerely

A handwritten signature in blue ink, appearing to read "AKM", is written over a light blue horizontal line.

Mrs Alex Kershaw-Moore
Senior Solicitor