



Please respond to: Yvonne Murray  
HR Business Partner  
Victim Support  
Tel: 07507847678

E-mail: [yvonne.murray@victimsupport.org.uk](mailto:yvonne.murray@victimsupport.org.uk)

1<sup>st</sup> March 2013

Mr Bhurji LLB (Hons) QDR (M) MCI Arb 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

A handwritten signature in blue ink, appearing to read "Yvonne Murray".

**Yvonne Murray**  
HR Business Partner, Central England and Wales