

14<sup>th</sup> March 2017

Mr Harvinder Singh Bhurji  
LLB (Hons) QDR(M) MCI Arb MCMI Afil  
Effective Dispute Solutions  
41 Hanover Road  
Birmingham  
West Midlands  
B65 9EB

Dear Mr Bhurji

**Re: Mediation testimonial**

I refer to the mediation that you conducted for me on Thursday the 6<sup>th</sup> October 2016, between one of our tenants over anti-social behaviour.

As you will no doubt recall, it was a highly sensitive matter which had involved the police over some very serious allegations, and needed to be dealt with firmly yet very delicately.

You were absolutely fantastic, and remained in control of an extremely volatile and difficult situation whilst remaining impartial and fair throughout.

Having been let down by a different mediation provider, Effective Dispute Solutions LTD showed just how effective and efficient that they are, we certainly shall be recommending you to others, as you are our choice of mediation provider.

Yours sincerely



Mr Rakpinder Singh Basra  
Housing Officer