



Ministry
of Defence

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Date: 5 April 2017

Dear Harvinder

Employment & Workplace Mediation 27th – 31st March 2017, Limassol, Cyprus.

I wish to thank you for all your hard work last week and mediating our very complicated workplace dispute for the MOD Schools in Cyprus. There were a multitude of issues which needed to be resolved between our four members of staff who had experienced a number of issues with one another, for well over a year. These included alleged bullying, disability discrimination, unlawful deduction of wages, a grievance, as well as an Employment Tribunal claim being lodged.

Having made contact with you, the department reviewed your quotation and compared it to two of your competitors. We considered that you went into a great level of detail on how you would mediate this matter, to include a very detailed five-day agenda, with concise instructions. We required a mediator with a wealth of experience and your work mediating in different Countries (I recall you had just returned from a mediation in Italy, when you initially responded) was of benefit to our case.

I am very grateful for all the pre-mediation preparation you undertook, including lengthy phone calls and email communications to collectively ensure the arrangements for the mediation were in place so that it could all run smoothly and you also helpfully flexible to accommodate last minute changes in dates and the proposed timetable. Due to the limited availability of the parties, I appreciate they were all very long days, however I appreciate your work in keeping the momentum going.

You made the parties feel at ease managing to build trust and rapport very quickly, taking a great deal of time to hear their individual issues. Through your extensive experience you prepared and coached the parties throughout, assisting them to review all their available options which led them to a solution.

With thanks once again for your empathetic approach throughout.

Yours sincerely

Jane Myers