

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

Your Ref:
Our Ref: CSK/SP
E-Mail: craig.kelly@csklegal.co.uk
Direct Dial: 0121 306 0171
Date: 15 March 2017

Dear Harvinder

Mediation reference

I can confirm you have mediated for clients of CSK Legal on three separate occasions and that, on each occasion, settlements have been achieved to the satisfaction of the parties.

The first mediation took place in December 2013. This was a complicated matter notwithstanding the relatively low value of the dispute at c. £40,000. A family relationship had broken down and personality and principle drove the dispute rather than commercial considerations. These are always the more difficult type of dispute to resolve in my view.

Negotiations were difficult and very tense at times, some of which you conducted in Punjabi to build a relationship with the claimant, given that this was his mother tongue. This dispute had been ongoing for well over eighteen months and it was satisfying for all concerned to see it resolved in one day.

On the second occasion, in August 2016, you mediated a property dispute with a value of c. £100,000, and at one point, the parties were close to walking away with no deal. However, you managed to lead them to a settlement.

The third dispute was mediated this week, which was a contractual, landlord lease dispute with a large Local Authority, which had a value in dispute of c. £62,000, which had been going on for some time. This time, you managed to resolve it with a half-day mediation.

Legal costs had the potential to become disproportionate in all matters and it was, therefore, pleasing that all of them were successfully resolved sensibly.

Our clients were all delighted that their matters were satisfactorily resolved. Despite efforts, a resolution had not been possible prior to your intervention as a neutral third party. You had an ability to grasp the fundamental issues quickly, develop trust and confidence, and quickly build a rapport because of your firm, polite and professional manner.

I would have no hesitation in recommending you in dealing with such matters in the future.

Yours sincerely



Craig Kelly