

Date: February 2019

All Mediation Works

Customer feedback

Re: Employee mediation

In early October 2018, we approached *All Mediation Works* to assist with mediation between 2 staff members who had a long standing feud. Genevieve Junkoon was the mediator and was involved in the entire process which included setting up appointments and arranging sessions.

When the process was concluded, our two staff members reported that the experience was positive, fair and objective. They feel that the desired outcome was reached. Furthermore, as an organisation, we are pleased with the outcome of the mediation process. The 2 staff members have improved working relations.

In addition, the staff reported Genevieve's approach to the mediation process was of a high professional standard. She provided positive insights and encouragement to both employees. The experience was pleasant and the conflict ultimately got resolved timeously.

Our interactions with Genevieve have been excellent. We have received constant feedback and were kept updated on the stages of the mediation process.

We would highly recommend *All Mediation Works* based on our experience and that of our staff.