

Marilyn Smyth FCIPD
Managing Director
Making a Difference

Contact: Yolande Burgess
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Reference:

Dear Marilyn

Re: Thelma Snow (Dispute Resolution Consultant)

As a Trustee of Orchard Hill College Academy Trust, I was asked to chair a grievance appeal panel. In this role, I commissioned some external investigation work to support the panel process. Thelma Snow undertook this work.

Thelma produced, to an exacting deadline, a comprehensive, well written report that detailed a lengthy timeline of correspondence and activity. The report, whilst paying attention to detailed evidence, drew information together in a clear and readable manner and was crisp in its conclusions and recommendations.

Thelma also attended the panel and was invited to summarise her report. Her summation was a good balance between essential detail and succinct presentation. She responded to questions knowledgeably and remained firmly within the remit of the work she was instructed to undertake. Thelma's professional manner and obvious expertise gave panel members confidence that her conclusions and recommendations were evidence-based and impartial, which supported the panel with its decision-making responsibility.

Should further work regarding investigation in the field of dispute resolution be required, I would recommend Thelma without hesitation.

Regards, Yolande



Yolande Burgess
Strategy Director, London Councils
Trustee, Orchard Hill College Academy Trust