



# Gillian Caroe

Mediator • Facilitator • Coach

## Areas of *Expertise*



Commercial  
Mediation



Employment  
& Workplace



Trusts, Wills &  
Probate

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## *Accreditation*

Civil and Commercial  
Mediator (CEDR, 2005)

CEDR's Panel of Mediators  
(2006 to present)

Co-founder and Director of  
The Association of  
Cambridge Mediators  
(2006 to present)

Guest Speaker at CIPD,  
Law Society and CEDR  
events (2006 to present)

CMC Accreditation in  
Faith-Based Dispute  
Resolution (BIMA, 2017)

Certificate in Transforming  
Church Conflict  
(Bridge Builders, 2017)

Accredited in  
Inter-Generational  
Mediation (OCN, 2020)

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## Profile *Overview*

I have been a practising mediator since 2004 (CEDR accredited 2005). I have mediated successful disputes across a wide range of sectors, both public and private. My above-average settlement rate is testimony to:

- My considerable professional expertise and inter-personal skills.
  - My personal dedication to clients as people.
  - My passion for helping parties to explore all avenues to enable resolution.
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## Professional *Background*

Before becoming a full-time mediator,

- I had a successful career in international business with Mars Inc. one of the world's top companies.
  - I worked in UK, European and Global roles across 7 different business functions in 20 different countries.
  - As well as establishing a successful track record in delivery, I developed a deep and broad understanding of business issues, interests and imperatives. I bring this wealth of experience into my practice.
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## Personal *Style*

Feedback on my style praises a natural ease and superb communication skills. Clients describe an inherently engaging style which allows me to tackle volatile and seemingly intractable issues in a way that makes people feel safe. I have particular expertise in disputes where the parties have a need or desire to restore relationships.

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## Commercial Mediation *Experience*

### Property

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I have experience in mediating a wide range of property disputes including landlord/tenant, multi-party boundary disputes, AONB and prestigious developments.

Issues include:

Boundary disputes:

- usage, surfacing and measurements of shared access areas
- privacy issues
- ownership including adverse possession

Landlord and tenant:

- breach of contract – material clauses, alleged disrepair
- termination of tenancy
- allegations of anti-social behaviour



“I’ll say it as it is – you did a good job, in a difficult case.”

**Solicitor Feedback in multi-party property case**

### Commercial Contracts

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I have multiple experiences of supporting parties in breach of contract claims to identify the key issues involved, to weigh up their options and to arrive at a pragmatic solution.



“Thank you for guiding us through the process - it was handled expertly.”

**Solicitor Feedback**

### Partnership/ Shareholder

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I have experience in disputes involving the termination of, or disagreements within, partnerships as well as franchise businesses.

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## Commercial Mediation *Experience (continued)*

### Partnership/Shareholder (continued)

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Issues include:

- Termination of partnerships and ensuing financial implications.
- Unpaid rental income and beneficial interest.
- Businesses facing bankruptcy and agreeing terms for an IVA.
- Franchise business and claim for unpaid bonuses
- Restrictive covenants

“Your services were very much appreciated and, should I need a mediator again, you will be top of my list!”

**Solicitor Feedback**

### Public Sector

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I have enabled parties to reach settlement at mediation in the following public sector areas:

- Education
- Healthcare
- Law enforcement (police and armed forces)
- Social care
- Government departments
- Local government
- Infrastructure

“Helped reach agreement in a very tricky and politically sensitive matter.”

**Mediation Feedback**

### Information, Communication & Technology

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“Thank you for your services, it has been excellent and I am impressed that you were able to achieve an agreement considering where the starting point was...”

**Solicitor Feedback**

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## Commercial Mediation *Experience (continued)*

### Other experience

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- Insurance Healthcare
- Professional Negligence
- Banking & Finance
- Clinical Negligence
- Construction & Engineering
- Sale of Goods and Services
- Ecclesiastical and Multi-Faith
- Charities
- Media and Entertainment
- Sports
- Arts
- Aviation

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## Employment & Workplace *Experience*

I have extensive expertise in the fields of employment and workplace mediation. These cases have involved all levels of organisational hierarchy – CEOs, business owners, administrative staff, senior leaders, Boards and Trustees. I have helped to bring resolution to disputes which have been complex, and multi-party (pre- and post-claim). I have experience working on cases where mental health issues have a central role and also where parties have been diagnosed with a variety of conditions including autistic-spectrum disorders. Cases include:

- Allegations of bullying and harassment
- Allegations of discrimination
- Conduct and performance
- Disciplinary and grievance procedures
- Claims of unfair or constructive dismissal
- Sickness and work absences
- Redundancy
- Breach of contract
- Recruitment
- Equal Pay
- TUPE
- Bonuses and benefits
- Relationship breakdown
- Whistleblowing



“Thank you for your services, it has been excellent and I am impressed that you were able to achieve an agreement considering where the starting point was for the two individuals...”

**Comissioner Feedback**

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## Wills, Trusts and Probate *Experience*

Clients praise me for my careful handling of sensitive issues, my constructive management of high emotions and for my ability to support the parties in focusing on the core issues and appraising a range of options as realistically as possible. I have also completed additional accredited training in Inter-generational Mediation and Elder Mediation.

- Claims under the Inheritance (Provision for Family and Dependents) Act 1975
- Disputes over the administration of a deceased's estate
- Intestacy
- Effect of a Declaration of Trust
- Professional negligence claims
- Valuation of assets
- Claims by beneficiaries against the Estate
- Claims of Executor mismanagement
- Disagreements between Beneficiaries
- Court of Protection claims
- Powers of Attorney
- Challenges over the validity of a will:
  - claims of fraudulent or forged wills
  - alleged lack of testamentary capacity
  - undue influence
  - incorrect execution of a will

“Thank you for hosting the mediation. It was a long day and what was achieved I can live with and move on! It would not have happened without you and your tenacity so a big thank you.”

**Mediation Feedback**