

Liability Services

Mediation

Resolving your dispute on your terms

Almost everyone involved in a dispute wants to find a solution quickly. But despite everyone's best efforts, some disputes lead to litigation.

Litigation is time-consuming, confrontational and costly. At the end of the process, one party wins and the other loses. The parties have little influence over the outcome, especially if it goes to trial. And everyone has to live with the court's decision, whether they agree with it or not.

Mediation is a common-sense alternative that puts you back in control. You choose the venue, the timescales and the mediator. You agree the costs and you decide when the solution on the table is right for you.

It's not about the technical arguments or applying the letter of the law. It's about everyone reaching a settlement they're happy with.

Historically, 80% of parties agree settlement on the day of the mediation, or very soon afterwards.

Cunningham Lindsey's Mediation Services

We're a team of five accredited mediators, drawn from a mixture of legal and insurance backgrounds.

Acting as impartial intermediaries, we're trained to help find mutually acceptable solutions to disputes. They might be monetary or practical. It might even just be as simple as saying sorry. Our role is to make sure everyone has their say, to listen to both sides and help them reach an agreement.

Mike Dawson FRICS, MCIQB, ACII, FCILA leads the team. He is a Chartered Loss Adjuster, Chartered Builder and a Chartered Quantity Surveyor. After working in building and civil engineering contracting for 13 years where he was involved with contractual disputes and claims, he moved

into loss adjusting. Now a loss adjuster for over 20 years, he is actively involved in the negotiation and settlement of most types of insurance claims particularly involving commercial, construction, subsidence and liability work.

Mike Faulkner FCII, CIP is Cunningham Lindsey UK's Compliance & Training Manager, with over 30 years' experience in the insurance claims industry. Mike specialises in personal injury investigation, local planning disputes and negotiation techniques.

Mike Odgers LL.B (Hons), MRICS, MCIQB, ACII is a qualified Mediator and also a Chartered Surveyor, Chartered Builder, Chartered Insurance Practitioner and law graduate. His background is in the construction industry, ranging from management to quantity surveying roles on commercial and residential work. Employed as a loss adjuster, for over 15 years, he has dealt with all types of construction and building related claims and disputes. He has a particular specialism on quantum and all types of liability associated disputes.

Jonathan Toulson ACII has specialised in complex and major losses since 1994. His specific technical expertise includes catastrophic loss, fatal accidents, psychiatric and stress related injuries, harassment, COSHH, violence and aggression and Occupiers' Liability. He also has experience of working within the National Health Service.

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Why work with us?

The team is experienced in reviewing evidence and expert advice. We're used to digesting and interpreting large amounts of complicated information very quickly.

We bring not only a strong technical understanding of legal, contractual and insurance issues to our mediations, but also practical experience of resolving civil and commercial claims.

An adjuster's role is all about mediating between parties with often very different expectations. We're required by our Charter to act in an independent way. We're paid to use our judgement and experience to help parties reach mutually acceptable settlements. That means being able to relate to people from both sides. Questioning tactfully and listening carefully. Identifying the obstacles that are standing in the way of resolution and removing them.

All essential skills for a mediator.

To find out more about our service, please call Mike Dawson on **07825 089294** or email him at michael.dawson@cl-uk.com

Liability Services is a team of over two hundred liability specialists, all dedicated solely to settling and resolving liability claims.

Whatever the situation, we've got the right people to deal with it. Chartered liability adjusters, legal executives, mediators, solicitors and arbitrators. Experts in everything from injury to disease, pollution to product liability. Individuals with experience and judgement who look at every case – no matter how large or small – with the same degree of stringency.

Liability Services. Cunningham Lindsey's specialist liability practice.

