IPOS Mediation

T: **0333 014 4575**
E: **info@mediate.co.uk**
www.mediate.co.uk

Amanda Bucklow

Amanda has maintained a full-time independent dispute resolution practice since 1991 and was accredited as a commercial mediator in 1996.

Background

Amanda has maintained a full-time independent dispute resolution practice since 1991 and was accredited as a commercial mediator in 1996. She is one of the first career mediators to practise in the UK and she has a significant portfolio of mediated disputes across a range of industry sectors and legal contexts.

Her personal style is to focus on generating good decisions and she has an enviable record of accomplishment as a catalyst for reaching agreement between even the most 'individual' of individuals.

Parties frequently remark how much they appreciate the time and effort Amanda invests in helping the parties prepare for negotiation. She speaks with everyone before the mediation day so they are comfortable that they have someone who understands their goals and interests. This helps enormously with the use of time on the day. They also remark on her commercial flair, creative input and persistence in finding a resolution with a persuasive yet non-confrontational style.

Mediation style and approach

Amanda is highly regarded for her ability to engage all parties in the mediation process. She invests time in pre-mediation preparation in the legal and commercial issues and especially with the people participating in the mediation to ensure the best possible use of the time available.

She has a strong background in corporate culture, psychology and human behaviour making her well suited to cases involving individuals suffering from long-term stress, depression and other disabilities and to claims of harassment and victimisation.

Clients frequently remark on her knowledge, commercial flair, creative input and persistence in finding a resolution with a persuasive yet non-confrontational style.

In a recent case, Amanda assisted a defendant (in the education sector) with the cooperation of both parties in preparing a business case for approval of the mediated settlement by HM Treasury and a Financial Services Regulator. Approval was given, against the odds, and the report noted the influence of 'this mediator's input' in reaching a positive decision.

Practice Areas

Assisted Deal Making and Business Strategy

Franchise and Agency Agreements

Automotive

Engineering

Intellectual Property, Trademark, Copyright

Aviation, Rail and Transport

IT and Telecoms

Banking and Finance

Financial Services

Media and Entertainment, Arts

Commercial Contracts

Mergers and Acquisitions

Construction

Planning and Planning Appeals

Employment

Public Sector

Family Business

Trusts, wills, probate and inheritance

Legal Directories

Legal Directories:

Chambers and Partners:

Respected mediator Amanda Bucklow is experienced in mediating a large variety of cases, with noted expertise in employment disputes regarding dismissal and discrimination. Her international practice alsotakes in claims involving property, professional negligence and public sector issues. She is "charming and engaging," according to one source, who adds that she is "particularly useful in cases involving complex personalities, which she can read like a book." (2018)

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Amanda Bucklow is a well-known figure in the mediation market, singled out as a "good communicator" who takes a commercial approach and "builds rapport quickly." She undertakes a broad range of mediations, with recent mandates including commercial contract and partnership disputes, employment and negligence claims, and disputes arising out of joint ventures and M&A. (2017)

Amanda Bucklow continues to be popular. She "invests heavily in preparation prior to the mediation, spending time with the parties getting them prepared to mediate, identifying the heart of the dispute and possible solutions." Sources say she "creates value for all concerned."

The "impressive" Amanda Bucklow is praised by instructing solicitors for her understanding of issues "not just from a legal perspective, but also from a commercial perspective." Solicitors describe her as "constructive, helpful and probing where appropriate" and say she goes "beyond the normal call of duty in attempting to get the parties to reach an agreement." Bucklow, a non-lawyer, is a full-time mediator.

Clients say Bucklow is "a breath of fresh air" in mediations, as she adopts a "conversational style" and "uses her charisma" to get parties to come to a resolution. She earns further praise for her commercial acumen, and handles a wide array of disputes across numerous industry sectors.

Bucklow moves up in this year's rankings, having attracted considerable praise from market sources. She has built a strong practice with a particular focus on workplace, transport, partnership and family business disputes. She has especially strong ties to the rail industry. "She's professional, personable, experienced and very highly regarded," say sources.

(Partnership and family business disputes have been recent focal points for Bucklow, although she is also experienced in all manner of commercial and employment matters. "She has undertaken an extraordinary range of mediations and evidently has the skills to match."

This independent commercial mediator is widely praised for her impressive capability in regulated infrastructure sectors such as rail and telecoms, in which she is considered “ahead of the pack,” and in employment disputes. Interviewees lauded her as “a Renaissance woman, hugely skilled with a disarming and matter-of-fact manner, and an enormous background knowledge.” They highlighted her deft handling of highly sensitive and complex mediations, as well as her contribution to the ‘industry thought process’ through papers and conference appearances.

An “important personality in the mediation world,” ... she evinces a “fantastic ability to empathise and build a rapport with people.”

Legal 500

Many of the recent cases of IPOS Mediation's Amanda Bucklow had an underlying connection to COVID-19. An accredited commercial mediator since 1996, Bucklow is noted for her expertise in engaging parties who are suffering from stress, as well as those who require consideration of attributes such as autism, ADHD or disabilities (including mental health issues). (2023)

Amanda Bucklow was accredited as a commercial mediator since 1996, has a significant portfolio of mediated disputes across a range of industry sectors and legal contexts, including commercial law, financial services, IT, transport and employment-related matters. (2022)

Amanda Bucklow was accredited as a commercial mediator in 1996. Her mediated disputes cover a range of industry sectors and legal contexts, including commercial law, financial services, employment issues, IT and transport. (2021)

Amanda Bucklow has maintained a full-time independent dispute resolution practice since 1991. Her areas of expertise include commercial disputes, employment-related claims, and IT, transport and financial services matters. (2020)

In Place of Strife's Amanda Bucklow is experienced in mediating commercial disputes and employment-related matters, including discrimination and dismissal-related cases; Bucklow also has expertise in transport, IT and financial services claims. (2019)

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Amanda Bucklow at In Place of Strife mediates a wide range of commercial disputes and employment-related matters, including discrimination and dismissal issues; Bucklow has notable expertise in transport, IT and financial services claims, as well as disputes involving regulated sectors. (2017)

Amanda Bucklow of In Place of Strife enjoys a very good track record for mediations relating to heavily regulated industries such as transport and telecoms. Since becoming a full-time mediator in 1995, she has mediated over 800 disputes, and her experience has earned her a strong following in the market.

The "very hands-on" Amanda Bucklow is praised for her "commercial awareness and approach", and does "a very good job at bringing the parties towards a resolution". .. .she brings a huge amount of experience to the table. She is particularly noted for her expertise in transport and other regulated industries such as telecoms.

Amanda Bucklow is praised for her "innovative and refreshing style"; "she is very engaging and unstuffy, and probably her greatest strength is her ability to build a rapport and empathy with the clients".

Former City trader Amanda Bucklow has established a first-class reputation in all sizes and types of dispute. Clients value her "creativity" and "commercial flair, talent for lateral thinking" and considerable persuasive powers. Among mediators she is known for her facilitative, psychology-based approach to unlocking disputes, and enjoys an enviable settlement record.

Amanda Bucklow is regarded as an "exceptional mediator". "Firm but facilitative", she is rated for her "great stamina, perseverance and patience" and "non-confrontational" style. Her "uncanny ability to read the underlying dynamics of a dispute", combined with a strong commercial background, make her a top choice for "complex mediations requiring advanced skills".

"... merits recognition in a number of areas, including industrial disputes in the rail sector, which she handles with great finesse."

Who's Who Legal:

Amanda Bucklow is an "absolutely first-rate" mediator thanks to her "terrific brain" and "excellent people skills". She conducts mediations in a range of areas including finance and employment disputes. (2019)

Amanda Bucklow is highlighted by peers as an "excellent mediator" who stands out for her work across a range of sectors from automotive and construction to financial services. (2018)

Career History

1999 – 2003 Dispute Resolution Consultant to Railtrack/Network Rail and other rail companies.

2008 - present Elected board member CMC

2010 - 2013 Exclusive provider of mediation skills training to Chartered Institute of Arbitrators (4 courses per annum)

2013 - 2015 Preferred supplier of mediation training to the Athens Bar.

Handling disputes involving governments, high profile personalities and sophisticated parties.

Public sector experience – Police, Fire Service, NHS, Education (Tertiary, Secondary) including PPP and PFI.

Regulated sectors (financial services, shipping, air, rail, telecommunications, legal).

Family business disputes around succession, boardroom dynamics, director/shareholder.

Extensive experience of mediating disputes which may need to be ratified 'outside the room'.

Experience of Common Law and Civil Law jurisdictions.

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Professional Qualifications and Affiliations

Accredited in 1996 (CEDR).

2008 FCIArb (Mediation) Honoured with the first mediation Fellowship of the Chartered Institute of Arbitrators in recognition of contribution to the development of mediation. Distinguished Fellow of the International Academy of Mediators (Governor)

Client Feedback

Themes emerging from the feedback

Brings something unique

"... a great gift of getting to the heart of the matter."

"I consider Amanda to be one of the best mediators in the UK."

"Amanda stretches time! "

"As you can imagine, having spent 6 years in litigation, the relief was enormous and hopefully we can now all move forward with our lives and businesses. I would certainly recommend your approach to mediation."

"I have no idea how you got us to agreement. I am in awe of your skills and you have really helped me to up my own game. Now, I don't say "I think we should mediate this case", I say: "I want Amanda Bucklow to mediate this case." Barrister 2015

Thorough preparation and understanding of the issues

"... a remarkable understanding of the complexity of the legal, commercial and people issues."

"... every mediator should prepare this well."

"... clearly very experienced. Knows her stuff."

"...carried a huge amount of information in her head. A formidable memory for detail."

Stamina, persistence and calmness

"Getting any sort of agreement was a major achievement in the circumstances. This required a great deal of stamina and ongoing alertness to commercial issues in the context of government policy imperatives over a period of 5 consecutive very long days."

"I thought the pressure you exerted was sufficient, within bounds of politeness, to trigger serious and frank discussion among the team about the real issues."

"You are very firm! It's clear to me and the parties that you have a lot of experience of guiding people through this process. Also that you have seen much weird behaviour, distress, game-playing and difficulty before."

"Showed great determination to achieve an acceptable outcome. Adapted well to the local environment. Insightful. Calm and appealing personality which, together with the other attributes listed above, makes Amanda a person who is particularly well suited for this type of work."

"...an excellent balance of pace and patience."

"persistent."

Ability to connect, engage

"I like your style, your ability to tune in to all kinds of people. You got me to re-visit my own strengths and brought out the best in me."

"On a personal note thank you for facilitating my personal meeting at the end. The ability to say emotional things, no hard feelings, have lunch etc, was valuable for us both."

"...incisive, well timed questions."

"...a real talent for engaging people."

"...very professional, outstanding communicator..."

" instinctive and pragmatic."

Favourite feedback:

"I was immensely validated and supported by working with you."

These comments, taken from direct user feedback, represent a fair and balanced summary of the responses received.

Areas of Practice

Amanda has extensive experience in dealing with commercial disputes within regulated sectors and specialises in early intervention to assist organisations, including local authorities, in addressing disputes in a way that encourages process improvement and long term relationships. Outsourcing contracts, joint ventures, planning disputes, compulsory purchase and compensation claims related to public sector and commercial operations all feature strongly in her pat mediated cases.

The following examples illustrate the depth and breath of her experience and expertise in regulated sectors which impose specific constraints on the parties involved.

Early intervention in a £1.2m dispute between local authorities for outsourced management service for disputed retention of 'savings' over and above agreed profit figure.

Compensation claims for depreciation in property values due to environmental changes. Airport expansion. 15 head claims (500+ parties) highly emotive subject of property values - Total claim in excess of £10m. The case involved ATE insurance, CFAs, 18 experts with complex technical evidence as well as unrepresented parties.

£2m facilities management contract with NHS Trust. Performance and overcharge.

Long-term engagement as independent mediator for litigated and non-litigated claims within supply chain for construction maintenance contracts,rail network development and upgrade including the development of an HSE approved engineering competency.

IT Infrastructure: £500k claim by local authority against an IT infrastructure provider for breach of contract. Quality and fit for purpose, overruns and failure to maintain minimum uptime.

£1m claim for quality and overrun issues for a IT system/membership management. Union body and leading IT supplier.

Disputes relating to supply chain contracts, outsourcing where quality, design, health and safety matters, professional negligence and late delivery feature in the claims.

A multi-party dispute between a high street bank, a large commercial party and their customer. The merits of the case related to a very discrete piece of banking law with great complexity, and therefore risks, if case proceeded to trial.

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IT service quality and fit for purpose: Dispute between an IT consultancy and a local authority arising out of the design and build of a replacement computer system. Issues around the scoping proposal, specification, user acceptance, maintenance and support procedures as well as functionality and data migration.

Family business dispute concerning the break up of several family trusts consisting of residential and commercial property. Value of portfolio £18m.

Banking disputes often have a property element to them either a valuation of the property that is offered as security or the potential loss of a property.

Various disputes relating to small businesses where property has been included in the alleged loss due to breach of contact.

Claim for quality/performance issues on long-term office equipment leasing contract between household marque electronics manufacturer and public sector organisation. Issues around compliance on lease conditions.

Appointed by the World Bank to mediate a $6b dispute in the telecoms sector.

Appointed by the International Chamber of Commerce in a multi-billion dollar claim for breach of confidentiality and illegal conduct in relation to the contract terms. Mediation conducted in French.

International airline (non-UK) and business customer (multiple ticket purchase from agent). Complications relating to blowout, limitation, racial discrimination, allegations of fraud. Regulation compliance issues were a key factor for the defendants.