IPOS Mediation

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Mark Linnell

Mark Linnell is an experienced commercial mediator.



Background

Mark Linnell is an experienced commercial mediator. He was accredited by the CEDR in 2005 and is ranked in both Chambers and Legal 500 as one of the UK's leading mediators. He has a comprehensive case file that includes a wide range of commercial, agricultural, financial and family mediations.

"Mark is very personable and has a calm style and the ability to speak to clients on both sides to build a relationship." "Mark comes across as a person with confidence and authority, and he was clear and fair." (Chambers and Partners, 2023)

Why choose Mark?

Mark has been described as 'an excellent mediator, able to help organisations save huge amounts of money in a very short timescale.' His mix of commercial and military experience means he understands the long-term financial and emotional value that comes from resolving your dispute without recourse to litigation.

Mark is skilled at identifying what's important to both parties and has a 'fantastic ability to bring people together,' winning the confidence and trust of everyone involved to 'make things happen.'

Mark's innate sense of purpose is naturally balanced by his calm, warm and genial personality.

"The mediator was professional, calm, reassuring in his manner and easy to understand" Partner City Law firm 2020

A creative approach

Mark brings new thinking and creativity to his work as a mediator, all the while staying focussed on the goal. He understands that his role is to find a positive solution, not just refute what's being said or look to find fault with the law. He will work tirelessly to do this, coming up with new ideas and approaches until you reach a settlement.

While most settlements are cash there can be other, more creative alternatives. Mark's fresh thinking means he is skilled at identifying and securing these. For example, he once settled a case with air miles so a father could travel to see his son in America four times in a year, all flights first class.

"Professional and considered. He thought laterally and attempted to bring several parties to discussions (not just the lawyers)."

Mark's background

Mark began his career as an officer in the armed forces. It was here he developed his natural emotional intelligence, his strength of character – Mark will stand up to anyone and helps his clients stand up for themselves – and his leadership skills.

On leaving the army Mark went on to gain broad commercial experience, working at a senior level in both SMEs and global brands. He served as a director on the boards of Neighbourhood Stores (7-Eleven) and McLane, a division of Wal-Mart. As a result, Mark brings to the disputes he mediates a balance of strong leadership and negotiation skills, keen financial acumen and a real insight into commercial issues.

A unique understanding

As well as working as a mediator, Mark is also an expert dispute consultant at Moot Hill, a company he co-established in 2016. In his work with Moot Hill, Mark will sometimes engage a mediator as part of a wider strategy to resolve his clients disputes. This gives him a unique insight into the role of a mediator from his clients' perspective.

"Mark Linnell is ' an excellent mediator, who brings a wealth of experience with him; and he is particularly adept at messy business disputes between former friends involved in small to medium-sized private companies/joint ventures" Legal 500, 2023

Mediation Style and Approach

Mark is 'a consummate professional.' He prepares for each of his cases with a fine attention to detail and an in-depth understanding of the issues at stake. Mark is known for his clarity of thought and his expertise in securing lasting commercial solutions.

Mark's mediation style focuses on results from the very beginning, and he brings out the best in both parties to help them reach a lasting resolution. Always constructive and helpful, his clients describe him as 'reassuring, creative and able to create a climate of confidence and trust.'

"Mark was very clear on what he wanted. I liked his approach of speaking directly to our lay client before the day. He was calm and measured. He had a good handle on the issues."

Key to Mark's success is his ability to remain calm under pressure and adapt his approach to suit different personalities and situations.

Mark is 'decisive' with a 'drive and enthusiasm to get things done' and a 'marvellous way of cutting to the chase.' He is robust and able to take a firm approach when necessary, all the while maintaining his warmth, energy and good humour.

Known for his high personal impact and charisma, Mark's clients say he is 'a joy to work with' who 'makes a difference.'

"Both my client and I were very pleased with how Mark Linnell handled the mediation. It was always going to be a difficult and long day but we are pleased that, with Mark's assistance, a settlement was ultimately reached."

Partner Regional Law firm 2020

Practice Areas

Agriculture

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Breach of contract

Commercial contracts

Company and shareholder disputes

Construction and property

Defamation

Employment

Environment

Family/Business disputes

Financial services

Fraud, deceit and conversion

Insolvency

Insurance

Intellectual property

trademark, patents and copyright

landlord and tenant

Outsourcing

Partnership disputes

Planning and local government

Product liability

Professional negligence

Religious disputes

Retail

Sale of goods and services

Shareholder disputes

Trusts, wills, probate and inheritance

Legal Directories

The most recent editions of the legal directories say the following about Mark:

Accredited by CEDR in 2005, IPOS Mediation's Mark Linnell is 'good at grasping the issues and dealing professionally with clients, offering realistic and practical insight into the issues in hand. He is also good at conveying communications from the other side, and quick to get to the heart of the matter with little fuss'. A Fellow of the Civil Mediation Council and former officer in the armed forces, Linnell's recent caseload features several commercial disputes, including commercial property and shareholder conflicts. Other appointments involve high-value breach of contract claims, professional negligence and disputes over sales of goods, safeguarding and

confidential information handling. (Legal 500 2026)

Mark Linnell has the 'ability to build rapport with all parties prior to the meeting and manage the mediation meeting or day in a cordial and effective way'. CEDR-accredited in 2005, Linnell's track record includes a range of commercial, agricultural, financial and family mediations. In a recent 12-month period, he mediated a property dispute involving a freeholder's management company; a conflict over the breach of a shareholder purchase agreement; a breach of contract and trade mark patent and copyright matter; and a commercial and business management dispute within a family. Linnell is also an expert consultant at dispute resolution company Moot Hill, which he co-founded in 2016. (Legal 500, 2025)

A commercial mediator since 2005, Mark Linnell 'understands the importance of adapting his style of mediation to best suit the parties and the nature of the dispute'. Linnell's focus remains fixed on the mediation of disputes involving commercial contracts, financial services, property and insurance. Recent highlights include a commercial property claim, a shareholder dispute between the owners and loan holders of an aviation engineering company, and a breach of contract matter. Linnell also mediated a surrogated claim that was made by an insurer, as well as a landslide-related damages claim. (Legal 500, 2024)

Mark Linnell is 'an excellent mediator, who brings a wealth of experience with him; and he is particularly adept at messy business disputes between former friends involved in small to medium-sized private companies/joint ventures'. A commercial mediator since 2005, Linnell's practice covers financial services-related commercial contracts, shareholder-related disputes, and commercial property-related landlord and tenant issues. He also mediates insolvency and property development matters, and is increasingly active in contested probate claims and battles between siblings. (Legal 500, 2023)

A commercial mediator since 2005, Mark Linnell's 'commercial background can be a distinct advantage in getting deals done with commercial parties'. Linnell's recent mediations include a complex shareholder dispute; a claim for the recovery of a business loan and interest; a contested probate case (involving six families) concerning an estate in Africa; and a possession claim on the basis of a charge secured against property. In 2020, Linnell also mediated pandemic-related breach of contract disputes. (Legal 500, 2022)

Mark Linnell of IPOS Mediation mediates a broad spectrum of commercial disputes. His areas of strength include resolving disputes regarding company law, insolvency and fraud, among others.

"Mark is excellent. He is extremely experienced and really knows what he's doing. He has a great brain; he doesn't make mistakes." (Chambers and Partners, 2025)

Mark Linnell of IPOS Mediation mediates a broad spectrum of commercial disputes. His areas of strength include resolving disputes regarding company law, insolvency and fraud, among others. "Mark's commercial awareness and vision excels."

"He doesn't take a 'one size fits all' approach and instead tailors things to the case. He's really good at making helpful suggestions at how to move things forward without losing his neutrality, enabling us to settle."

"He's a very nice person to deal with and displays good knowledge." (Chambers and Partners, 2024)

Mark Linnell of IPOS Mediation mediates a broad spectrum of commercial disputes. His areas of strength include resolving disputes regarding company law, insolvency and fraud, among others."He can be very creative and gets the parties to think about the dispute from a different perspective." (Chambers and Partners, 2023)

Mark Linnell has been a commercial mediator since 2005. Linnell's recent mediations included handling an exit from a company, where one of the parties was the founder, CEO and a significant shareholder. He also mediated a matter involving a senior company director, who claimed he was owed significant bonuses; and a family dispute concerning a large director loan account. (Legal 500, 2021)

Mark Linnell of IPOS Mediation mediates a broad spectrum of commercial disputes. Areas of strength include resolving disputes regarding company law, insolvency and fraud, among others."He is very personable, and has a calm style and the ability to speak to clients on both sides to build a relationship." "Mark comes across as a person with confidence and authority, and he was clear and fair." (Chambers and Partners 2021)

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In Place of Strife's Mark Linnell 'does a good job of reading parties, identifying how far people can be pressed and facilitating settlements in long-running disputes'. Linnell has been a CEDR-accredited mediator since 2005. His disputes have involved fraud, professional indemnity, insurance, commercial property, renewable energy, family partnerships, commission agreements, non-payment of professional fees and building projects. (Legal 500, 2020)

Mark Linnell impresses interviewees with his "sensitivity, tact and shrewdness," which he applies to mediations involving fraud, professional indemnity and insurance issues, to name a few. Sources say: "Mark has the ability to see the woods for the trees, and great empathy, which helps build the rapport with the parties." (Chambers and Partners 2020)

'An extremely competent mediator with a unique style', In Place of Strife's Mark Linnell 'has a very engaging manner which quickly wins trust and confidence; he is able to bridge the gap between difficult parties during intense mediations when things seem lost'. Linnell's practice includes disputes involving commercial agreements, contested probates, financial services, insurance, media and construction, as well as insolvency, professional negligence and property. (Legal 500, 2019)

Mark Linnell is highlighted by one client for "remaining calm and patient in a very emotional dispute." His strong mediation practice handles a range of disputes including those involving insurance, property and professional negligence. (Chambers and Partners 2019)

Mark Linnell is a strong mediator who is admired by interviewees for being "very experienced and sensitive to the needs of the client." He regularly deals with cases concerning commercial contracts, professional negligence, property and insurance disputes as part of a broad practice. One interviewee states: "He has a very open approach and is very willing and keen to talk beforehand and explore different tactics. He has great stamina for keeping the process going in very difficult cases." (Chambers and Partners 2018)

In Place of Strife's Mark Linnell is 'very balanced and measured in his approach, and he inspires confidence in the parties with his relaxed style, while remaining positive and creative in his approach'. Linnell is regularly instructed on disputes involving commercial agreements; engineering; IT; financial services; insurance; media; and construction. He also increasingly mediates cases relating to fraud, insolvency, professional negligence, and property and planning, as well as family matters concerning estates or contested probates. (Legal 500, 2017)

"Calm but effective" mediator Mark Linnell is frequently appointed in complex disputes involving civil fraud, commercial contracts and professional negligence claims. One commentator notes his prowess at "steering the mediation and keeping the momentum going," and another approvingly states: "He uses his knowledge to bring parties together." (Chambers and Partners 2016)

"Business-oriented mediator" Mark Linnell takes a "structured and efficient" approach to mediation, "moving things along at a brisk pace and encouraging clients to see the bigger picture." His expertise spans a broad range of disputes, including commercial contract claims, as well as shareholder, employment and professional negligence disputes." (Chambers and Partners 2015)

Mark Linnell's expertise covers a formidable spectrum of disciplines and industries. Sources praise his deft and even-handed mediation style, describing him as "brilliant. He's very approachable, and he got the best out of both parties. He wasn't very pushy but he talked through it and saw the merits of your claim as well as pointing out the inaccuracies." (Chambers and Partners 2014)

Mark Linnell "never lets his good humour slip, and has the ability to confront something square on whilst being nice about it. He is very impressive." (Chambers and Partners 2013)

Linnell earns praise for his "excellent commercial acumen" and "completely objective and outcome-driven" approach. He maintains a broad practice, having handled disputes across the financial services, health, property and retail sectors. (Chambers and Partners 2011)

Career History

2005 – present: Independent commercial mediator

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2019 – present: Director, Moot Hill Ltd

2016 – 2109: Partner, Moot Hill Partners

1994 – 2005: Interim sales & marketing director / manager roles for a wide range of organisations including Capita, Pro., Remploy, Wyeth Pharmaceuticals, AMETEK, deVere & Partners, Siemens and Securicor

1992 – 1994: Sales director, McLane (UK) Limited, Division of Wal-Mart

1984 – 1991: Distribution and strategic alliance director, Neighbourhood Stores PLC (7-Eleven)

1974 – 1979: HM Armed Forces

Professional Qualifications and Affiliations

2005 – CEDR accredited

2020 – CMC Member

Interests

Mark is the Chairman (volunteer) of The Naseby Battlefield Project where he is famed for his battlefield tours and he enjoys playing tennis and golf. He is also a keen supporter of the Leicester Tigers.

Client Feedback

"I found Mark to be personable, understanding of the issues and keen to put me at ease, both in his initial telephone call and on arrival on the day. It took a great deal of pressure off to know that we were in experienced hands. Mark gave appropriate space to discuss issues directly between the parties, but also knew when to give nudges at the right times as the day was progressing. He was back and forth all the while, working hard to communicate between the parties and get a deal over the line."

"I would have no hesitation in going back to Mark if need be or recommending him to others." Client at mediation, 2024

"I am writing to say a big thanks for your work yesterday. Your impressive skill, fair minded approach and diplomacy together with the keen minds, good humour and sensible advice from our legal team turned what could have been a very stressful day into an interesting one!" Client at mediation, 2023

“Mark did very well last Friday, not least when it looked for all the world that the parties would not ever come to terms. I would not hesitate to instruct him on another occasion.” Remote mediation Partner Regional Law Firm, 2022

“Good approach with clients.” Remote mediation Partner Regional Law Firm, 2022

“Both my client and I were very pleased with how Mark Linnell handled the mediation. It was always going to be a difficult and long day but we are pleased that, with Mark's assistance, a settlement was ultimately reached.” Partner Regional Law firm 2020

Mark came across as experienced and authoritative as well as very personable and helpful - qualities which were very much needed on the day to get the dispute resolved. Law firm Partner 2020.

“The mediator was professional, calm, reassuring in his manner and easy to understand”. Partner City Law firm 2020.

“Mark was very clear on what he wanted. I liked his approach of speaking directly to our lay client before the day. He was calm and measured. He had a good handle on the issues.” Partner City Law firm, 2020.

"Mark is my preferred choice; he steered a delicate path through the issues and took us (defendant) out of our comfort zone. But the potential cost to the business in key-man time and detrimental impact on senior directors validated this and it was supported by co-directors. Certainty achieved and the potential risk of a no deal and later trial now avoided & so a 7-year-old bad saga ended." Solicitor, City Law firm Aug 2018

"He was excellent and assisted the parties in reaching terms of settlement against all the odds."

"Professional and considered. He thought laterally and attempted to bring several parties to discussions (not just the lawyers)."

Themes emerging from feedback:

Innovative and Commercial

Creative, delicate, safe, commercial maturity,

Energetic, thinks laterally, brings people into the discussions.

Empathy and Trust

Affable, astute, at ease with himself and others, confident, trustworthy, and confidential.

Pro-active, hardworking, clearly works hard for both parties.

Fair, personable and helpful.

Understanding the issues

Remained calm and gives considered comments and assessments.

Fair, alternative, persuasive, practical, connected, perceptive.

Easy to understand, good handle on the issues.

Professional and considered.

Getting the job done

Experienced and authoritative

Good at his job, gets the job done regardless of the odds against him.

Deal focussed; takes you out of your comfort zone.

Steered a delicate path.

Case Examples

Commercial

These include claims for breach of contract, business and corporate matters, shareholder disputes, franchise and partnership disputes.

Claim of £34,000 for breach of contract, unpaid debt and followed by a counter claim of £35,000 for sham contracts and unjust enrichment from an outsourcing contract involving a holiday / tourism business in Italy and its digital

marketer based in the UK.

Shareholder dispute of the owners and loan holders of an aviation engineering company over the unfair treatment of one of the shareholders and the refusal by the company to repay his loans as demanded by him and purchase his shares. Claim value - £1.5m.

Unfair prejudice petition brought by a minority shareholder and ex-employee of a quarry against the landowner and major shareholder. Claim was for £0.5 – informal settlement was to agree expert determination.

Shareholder unfair prejudice dispute resulting in key financial payments and also the future management and succession of the company after a major illness took one of the founders out of the business for more than 2 years.

Financial services dispute over an alleged breach of contract of a margin call in foreign exchange trades of circa $1m.

Recruitment contract between a services provider and major pharmaceutical company that had been affected by many employee resources transferring from temporary to permanent. Claim and counter-claim value £1.4 million.

Misrepresentation and breaches of agreement and warranties over the purchase of a professional services firm valued at £700,000.

Online mediation with the claimant in South Africa and the defendant in the UK. The claim was over unpaid consultancy fees. Claim value £100,000.

Dispute over the non-payment of sales commissions to two former sales agents of a major European insurance company and its UK subsidiary.

Dispute over the lease purchase agreement for a computer software system by a leading global provider of software administration systems and a City based consultancy specialising in the trading of bonds and other securities. Claim value c. £560,000.

Claim by a major bank upon the guarantee of liabilities of a limited company, of which the defendant was a director. The company entered a lease purchase agreement for several pieces of capital equipment. The defendant had signed a guarantee agreement in relation to the obligations under the lease purchase agreement. Claim value c. £1,200,000.

Agricultural

Dispute concerning the supply of animal feed stuffs that was of poor quality and unfit for purpose. The defendant refused to pay for the feeds alleging misrepresentation and significant losses. Claim value c. £150,000.

Surrogated claim made by an insurer who made the claim of £360,000 against the finance company and the second-hand dealer who supplied the capital equipment for a total loss.

Dispute over an insurance claim for a combine harvester fire.

Family

These include contested probate, family partnerships, disputes between family members, and powers of attorney.

Repayment of a loan and equity uplift made between two people in a relationship at the time the loan of £1,250,000.

Family dispute between three elderly brothers. One brother was claiming he had been unlawfully removed as a shareholder of a commercial property development company - £0.5m. His brothers said he was living in their house worth £2.75m.

Mediation to assist a family decide on the ongoing ownership of the families group businesses worth in region of £20m on the retirement of the parent.

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Mediation to enable a family to separate several businesses and a farm that had originally been held in a trust. Dispute between two brothers over a property estate. Claim value c. £3.1m

A gentleman, aged 95 years, made a claim against two family members who had acted as his attorneys before he terminated the appointment. His claim was for monies they had taken without his authorisation. Claim value £66,000.

A son claimed for trespass and conversion of his goods against his mother and brother.

Contentious probate case involving four siblings engaged in litigation over their parents' estates. Claim value c. £380,000

A dispute over the remuneration for the receiver of a partnership of a fabric company whose founder had died, and the thirteen defendants who were the descendants of the founder's six sons. Claim value c. £350,000.

The mediation involved a claim for possession and rent arrears of restaurant premises. However, the mediation was also intended to also deal with a wider family dispute between members of the client family. Claim value – circa £50,000.

A difficult and very personal case with all or nothing outcome at court. Sensitively handled with the family run business understanding both the litigation risk and mediation outcome shielding xxxxx snr from the stress of cross examination under ill health. Claim value - £50,000

Retail and Distribution

The claim related to an accumulation of a significant amount of points through a well-known retailer's reward scheme for customer loyalty. The retailer had withheld the points and banned the claimant from further participation in the scheme. The claim was for re-instatement to the scheme and the payment of the equivalent value of the points the claimant claimed he was entitled to.

Dispute over the terms in the contracts between a manufacturer of children's furniture, textiles and gifts and a well-known international retailer over £155,000 worth of goods.

Dispute was between a leader in the European market for cleaning products and a freight forwarding agent over the provision of freight forwarding services that were alleged to be unreasonable and unjustifiable. Claim value c. £100,000.

Claimant was a B2B distributor of mobile telecom products on behalf of a major telecom network and supplied products and services via a Distribution Agreement through dealers. The dispute was over the clawback of £750,000 of commissions paid to the defendant, a dealer, because of tariff downgrades disconnections.

The dispute was over a contract between a sales force consultancy specialising in creating solutions around customer relationship management and a company operating in the international student market providing services to educational institutions, agents and individual students. The dispute was over unpaid invoices and a counter claim that the system was unfit for purpose. Claim and counterclaim value c. £750,000.

Personal injury dispute where a dental practitioner was badly injured, and unable to practice, caused by injury sustained from a defective piece of furniture. The claim for damages was made against the manufacturer of the furniture and a well-known furniture retailer.

E-commerce dispute where the fraud was over the theft of 100 hand-held cash terminals. Claim value c. £100,000.

The claimant was a provider of card services to businesses. It administered the application for a business card made by an employee who was a fraudster. The claimant claimed repayment of the sums incurred on the card. Claim value c. £75,000.

A scaffolding supplier was the victim of a fraud. The dispute was over non-payment for goods because the purported seller (whoever it was) did not possess good legal title to the equipment involved (the Nemo Dat rule

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pursuant to Section 21(1) of the Sale of Goods Act 1979). Claim value c. £60,000.

Defamation

Dispute over the printing by a newspaper of a photograph that was alleged to be defamatory.

The claim was against a regional newspaper for defamatory content published regarding a proposed "festival" that included untrue assertions about the organisers and promoters.

Claim for damages for libel after an allegation was made in a Northern Ireland newspaper concerning an alleged investigation into fraud at a local football club.

High net worth individuals

These include internationally renowned business people, sports clubs and sports personalities and people involved in the arts.

Allegations of harassment and bullying between a famous football club and two of its former directors.

Non-payment of a £250,000 loan between a businessman and a sports promoter.

Online dispute for non-payment of professional services fees charged in establishing an online gaming business.

Insolvency

Insolvency dispute over the sale of assets and goodwill at an undervalue of a market trading company. Professional valuations were sought by both parties they ranged from £1.6m - £5,000.

Dispute between the trustee in bankruptcy of a family member and his sister. It was alleged that the family member had benefited from transactions at an undervalue from his sister. Claim value £260,000.

Dispute between the trustee in bankruptcy and the bankrupt's wife. It was alleged that the bankrupt had benefited from transactions at an undervalue from his wife. Claim value £1.85 million.

The purchaser of a family owned engineering business owed the vendors, who wished to retire, substantial sums of money under the terms of a Share Purchase Agreement, and a guarantee. The defendant sought to set off the claim with a counterclaim. Claim value £1,000,000.

Product liability and professional negligence.

Healthcare and insurance: The claimant was a private healthcare provider. The claim was made against an international insurer pursuant to two liability policies in respect of medical products liability. Claim value c. £12,000,000.

Claimants were a firm of solicitors who commenced proceedings for non-payment of fees. Defendants denied liability and on several grounds counter-claimed for negligence. Combined claim and counterclaim value c. £100,000.

Property dispute between three insurers alleging the professional negligence of a contractor after a fire caused £150,000 worth of damage.

Professional negligence claim brought against a firm of solicitors where it was alleged by the claimant that the defendants' failures resulted in him paying for work not done and for work done negligently. Claim value c. £55,000.fter a fire caused £150,000 worth of damage.

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Property

These include construction, commercial property, planning and local government, landlord and tenant, environment and renewables.

A commercial property dispute of £250,000 concerning two separate claims one for the Assignment and the other claim for Forfeiture.

Commercial property dispute where no settlement was an acceptable outcome as the parties both had to agree that it was highly likely that the case should be decided in court because there was no possibility of an agreement.

Claim for damages of £150,000 due to trespass or escape of Defendant's property caused by a landslip.

A family brought a claim for £1.4m for the alleged professional negligence of the family's solicitors.

Dispute between an outsourced provider of property and management services and a council over the early termination of a services contract.

A dispute over the return of monies, c. £ 850,000, paid under a Project Management Agreement (PMA) between a major housebuilder for the development of various sites.

Debt recovery and claim and counter claim in an international commercial construction dispute involving pipework in several overseas breweries of one of the world's leading drink brands. Claim value c. £100,000.

Temporary and informal tenancy / trading relationship between two firms involved in recycling and waste transfer. Claim and counterclaim value c. £87,000.

Professional negligence dispute brought by a construction company against its clients (and the architects as Part 20 Defendants) arising out of the development of a residential property in London.

A dispute between a landlord, who is a recycling firm, and a commercial tenant who is a paper recycler, over with held rent due to breaches in health and safety rules and restricted access.

The dispute related to a claim by the occupier and operator of a landfill site, for a contribution in respect of claims brought against them by residents local to the landfill site. Claim value c. £400,000.

The claim related to an explosion which damaged the claimant's property and the semi-detached property of the first defendant who had instructed the second defendant to install a new combination boiler at the first defendant's premises. Claim value c. £250,000.

Religious Disputes

The claimant and his wife were in dispute over their removal from membership and the termination of their burial contract by the decision-making body of a religious federation because of the claimant's alleged malice, harassment and false representation