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(Legal 500, 2024, Band 1)

Mediation experience

Kate is listed as a leading mediator in the current editions of The Legal 500 (Band 1), Chambers and Partners Directory (Band 1) and features in the International directory Who's Who Legal: Commercial Mediation. She was the recipient of the 2024 Lexology Client Choice Award in the mediation category.

Qualified as a lawyer both in England & Wales and also in New York, Kate has been a CEDR accredited mediator since 2005 and has successfully mediated disputes in a variety of commercial sectors including banking, general commercial, insurance, intellectual property, employment, private client, public sector, real estate and professional negligence.

Kate has over 25 years of dispute resolution experience, previously practising as a litigation and dispute resolution lawyer in both London (with Allen & Overy LLP) and in New York (with Simpson Thacher & Bartlett LLP). She has also spent 2 periods working as a lawyer in investment banks, a 6 month secondment to Morgan Stanley's New York in-house Institutional Securities litigation team in 2000 and 2 months with Barclays' Corporate and Investment Banking litigation team in 2012.

Kate is experienced in handling high value, high profile disputes and is able to understand new and complex cases quickly. Her clients have ranged from large public and international companies, where Kate is used to dealing at CEO and board level, to individuals with personal grievances. Kate is commercial, innovative and numerate.

In addition to her commercial mediation practice, Kate has also been a member of the Approved panel of mediators for the London Borough of Kensington & Chelsea and on the Court of Appeal Mediator Panel.

Mediation style (quotations from clients)

- "Extraordinarily good"
- Kate "engenders immediate trust and confidence, with her gentle listening skills and robust handling of challenging issues"
- Kate can "master her brief in a very complicated matter with real speed"
- Her "understated dexterity and tenacity" and "in-depth knowledge of the law is a huge advantage", enabling her to settle cases "that at first seem impossible to settle"
- She works with "dogged determination" and "with good humour and a wonderful, relaxed manner"
- She uses her "demonstrable legal and commercial capability to bridge the gulf between the parties"
- "Kate Jackson has everything you need in a mediator- a swift and comprehensive grasp of the facts and issues, efficient but charming management of the process, a great manner with lay clients and a highly practical and commercial focus on a resolution"

- "Kate has both the technical expertise required to understand the legal issues in play as well as an incredibly intuitive approach to dealing with the parties' respective requirements for achieving a successful outcome"
- Described frequently as "calm and firm" with a "pragmatic approach", Kate is also noted for "maintaining the momentum" in the mediation process.

Directories (independently – researched clients' opinions)

Kate is listed as a Leading Mediator in Band 1 of the current editions of The Legal 500 and the Chambers and Partners Directory. In 2017 she was listed as one of the 5 'Most Highly Regarded Individuals' in England in Who's Who Legal: Commercial Mediation.

Legal 500

Kate is 'One of the very best mediators around', 'she quickly gains the trust of parties with her friendly approach. Her calm manner, keen intellect and common-sense pragmatism, mixed with quiet steeliness (when necessary), help resolve disputes that appear intractable'. Qualified as a lawyer both in England & Wales and New York, Jackson recently mediated over 40 high-value, complex commercial mediations, including multi-party and multi-day mediations. In addition to her thriving commercial mediation practice, Jackson mediates specialist areas, such as media, sports, art, aviation, trusts and online gambling; and of the cases that she mediated in 2022/23, the claim values ranged from hundreds of thousands of pounds to £800m. [Legal 500 2024, Band 1]

Kate qualified as a lawyer both in England and Wales, and New York. Kate 'displays all the hallmarks required of a first-rate mediator – knows when to listen, when to interject, when to offer guidance/reassurance, and when to leave the parties to make their own choices, while maintaining impartiality'. A full-time mediator since 2009, ex-Magic Circle litigator Jackson is experienced in mediating high-value, high-profile disputes for large public and international companies, as well as individuals with personal grievances. [Legal 500 2023, Band 1]

Working full time as a mediator since 2009, **Kate Jackson** joined Independent Mediators in 2015. She is described as 'a fantastic mediator, who is calm, pragmatic and thoughtful'. Qualified as a lawyer both in England and Wales, and New York, ex-Magic Circle litigator Jackson is experienced in handling high-value, high-profile disputes; and her clients range from large public and international companies to individuals with personal grievances. [Legal 500 2022, Band 1]

Kate Jackson is 'phenomenally knowledgeable and thinks of everything', is appointed in approximately 50-55 high-value, complex commercial mediations a year. Others note that she is 'very well prepared and able to push both sides on their cases; she proposes considered alternatives and keeps pushing for a resolution. In short, she is exactly what parties look for in a mediator'. [Legal 500 2021, Band 1]

Chambers & Partners

Kate Jackson is a pre-eminent mediator with foremost abilities in financial service sector cases, where she leverages her experience working in investment banks. She is also strong in insurance and professional negligence matters. "I learn from Kate during mediations. What's most impressive is how extremely good she is at calming parties to keep them willing to negotiate. She doesn't pull any punches and is frank and stands her ground. She's persistent and ensures we're committed to the deal, keeping it moving and reaching a settlement." "She's a great mediator. The clients warm to Kate – she's clear and concise and really reads the room, which helps." "Kate approaches all of our mediations with the utmost professionalism and sensitivity. She works tirelessly to help bring the most intransigent defendants to the negotiating table." "Kate is extremely approachable and considerate of the parties. She has an ability to get the job done efficiently but also sympathetically, which is a real skill." [Chambers and Partners 2024, Band 1]

Kate Jackson is a pre-eminent mediator with foremost abilities in financial service sector cases, where she leverages her experience working in investment banks. She is also strong in insurance and professional negligence matters. "She's great with the clients and is a calm mediator." "She is a consummate professional." [Chambers and Partners 2023, Band 1]

Kate Jackson of Independent Mediators is a pre-eminent mediator with foremost abilities in financial service sector cases, where she leverages her experience working in investment banks. She is also strong in insurance and professional negligence matters. "Kate is an incredibly level-headed, calm and commercial mediator." "She kept her eye on the ball and was very good at directing the discussion towards a settlement." [Chambers and Partners 2022, Band 1]

Kate Jackson of Independent Mediators is a pre-eminent mediator with foremost abilities in financial service sector cases, where she leverages her experience working in investment banks. She is also strong in insurance and professional negligence matters. *"Kate is a really top-notch mediator; she has a very good manner with clients and can get to the heart of issues."* *"She is a first-class, absolutely brilliant mediator."* [Chambers and Partners 2021, Band 1]

Who's Who Legal: Mediation 2023

Listed as one of the World's top mediators in this International Directory **Kate Jackson** is recognised as a leading figure in complex disputes and is a successful commercial and corporate mediator. She "has developed an outstanding reputation in the field" and "she has a very effective approach and mediation style".

Areas of practice

Kate is comfortable mediating any commercial, banking or employment dispute. She is familiar with both general commercial disputes and also disputes brought by investors and counterpart banks in relation to complex financial products. Examples of cases recently mediated include:

Banking/Financial Services (see also *Professional Negligence*)

- Numerous mis-selling claims by investors against investment banks, involving issues around discretionary mandates, investment objectives and the composition of the underlying assets of a bond
- Numerous claims regarding investments into tax mitigation schemes such as film financing partnerships
- Sale by major bank of its consumer credit business to another bank, involving £multi million claim under the Indemnity provisions of the Sale & Purchase agreement
- Dispute between FX trading firms as to entitlement to commissions
- Dispute between Cayman Island entities concerning fund management
- Dispute over termination fee payable by investment bank
- Liquidators' dispute with company directors over accounting treatment of loans
- Dispute as to suitability of investments including issues spanning deferred tax liability, redemption penalties and investment management charges and commissions
- Mortgage mis-selling claims
- Negligence claim re advice to enter into interest rate collar, including issues of adequacy of warning on risk of exit costs and changing interest rates
- Claim by bank under personal guarantee including defence of non est factum and undue influence
- Dispute over obligations under Factoring Agreement and personal guarantees
- Dispute between partners in a financial services business as to terms in a partnership agreement and alleged accounting irregularities
- Claims under s.150 FSMA for breaches of COBS rules
- Claim by bank against mortgage broker/facilitation company regarding mortgages issued on a number of properties
- Mis-selling case involving protected party and IHT planning
- Claim alleging breach of duty and creation of constructive trust for monies paid to fraudster, including defence by bank of duty of confidentiality
- Dispute as to whether sums advanced by private equity firm constituted loans or investments
- Claims by banks for non-payment of loans (secured by charges on properties) with counter claims of mis-selling
- Civil claim following FSA final notice against senior individuals of financial institution finding breach of Statement of Principle 1

Contract/Company/Sales of Goods/Suppliers (see also *Shareholder*)

- Dispute between oil supplier and their transporter regarding fleet of 500 vehicles, including allegations over charging on £multi-million contract
- Breach of contract claim relating to installation of air filters in industrial plants (including alleged misrepresentation)
- Dispute concerning the outsourcing of cleaning for 600 branch restaurant/bar chain
- £1.5million claim by automotive parts supplier for wrongful termination of contract including £900,000 counter claim alleging economic duress
- Breach of contract/rectification claim concerning the operation of concession stands within charity shops
- £1.1million claim under software licence agreement as to royalties due
- Breach of contract claim for unpaid invoices for operation of credit card business (with issues offset off, exclusion clauses and mitigation)
- Breach of contract dispute between a professional partnership and supplier

- Claim for breach of contract and for compensation under the Commercial Agents' Regulations between drinks manufacturer and promotion agency
- Claim by 4 commercial agents in motorcycle parts market for compensation under agency regulations
- Supplier dispute concerning alleged misrepresentations as to ongoing business relationship resulting in significant investment in specific plant by supplier
- Contractual dispute over supply of IT products and services
- Dispute between contracting parties in technology sector, each alleging repudiatory breach of contract
- Claim by business owner following flood against installers of water cooler including third party claim against manufacturers of component parts
- Supplier dispute concerning alleged misrepresentations in securing contract to render professional services
- Action against franchisee for alleged wrongful termination of agreement, including arguments on mitigation and misrepresentation
- Dispute concerning provision of training services under government contract
- Claim for loss of profit from joint venture agreement relating to exploitation of a number of advertising locations
- Alleged breach of warranties under sale of business agreement relating to residential care home together with issues on book debts and stock
- Claim against sub-contractor under Deed of Collateral Warranty arising from laying of allegedly sub-standard floor in factory
- Dispute between departing directors and acquiring company about permissible deductions in their bonus calculations
- Charity contracted for photocopiers in 60 offices and claimed fraudulent misrepresentation/mistake as to length of contract term
- Dispute between aircraft lessor and lessee broker concerning lease of aircraft for multi-national tour by broker's client
- Breach of contract dispute over computer software including limitation issues
- Contractual dispute over services provided by a marketing and web design firm to a Housing Association and subsidiary commercial organisation in connection with 3 major housing developments

Employment/Partnership

- Dispute over team move to competitor, following injunction and commencement of arbitration
- Dispute with ex-LLP partner heading up overseas office re appropriate benefits in kind, including right of re-admission to UK LLP on return
- NHS Trust employment dispute over departing director
- Multi-party professional partnership dispute over obligations under partnership deed
- Consultancy firm suing over foreign government contact involving highly sensitive and confidential subject matter
- Claim under consultancy agreement for unpaid fees, with counter claim alleging breach of restrictive covenants
- Unfair dismissal and age discrimination claim in respect of redundancy, including grievance procedure
- Dispute from break up of law firm partnership including valuation of WIP and other sums under business transfer agreement
- Dispute between firm of chartered surveyors and consultant regarding fees due under a consultancy agreement
- Claim by former director of Company for sums payable under a Compromise Agreement, including allegations by company of breach of non-compete clauses
- Unfair dismissal claim by senior figure in the sports sector, with issues as to mitigation
- Claim by hospital consultant/university professor splitting medical practice between 3 institutions for remuneration for services
- Claim by employee for lost earnings on basis of incorrect reference issued by employer
- Claims in High Court and Employment Tribunal of wrongful and unfair dismissal by Managing Director of large company, including allegations of deceit and defamation (and counter claim by company of mis-management)
- Dispute over redundancy payments made to 3 departing directors
- Settlement of employment issues and valuation of shareholding for ex-director working for rival firm following injunction
- Dispute between members of a limited liability partnership concerning split of assets and income streams and negotiating exit on breakdown in relations
- Claim by senior employee in large organisation of persistent bullying, harassment and neglect of duties by senior management
- Neighbourhood disputes involving allegations of anti-social, aggressive and racially motivated behaviour

Fraud

- Customer alleging constructive trust by bank over monies paid to alleged fraudster
- Company suffered a £1million loss due to fraudulent actions of a consultant and brought an unjust enrichment claim against the wife of the fraudster
- Lender claim under charge on defaulting loan, with third party fraudster having secured sale and leaseback transaction
- Allegations of bid rigging on IT contract
- Claim against bank for mistaken payments, with allegations of third party fraud impacting
- Claim by bank for payments under a financing agreement, involving issues of fraudulent (and insolvent) third party broker
- Alleged conspiracy between ex director of company and a client to issue false invoices
- Action by bank to trace funds into mixed bank account alleged to be proceeds of fraud
- Following dishonesty by certain employees in a financial services firm, issues as to adequacy of supervision/remediation by other partners in firm

Insolvency/Bankruptcy

- Claim by liquidators against former directors on CVL for misfeasance and transactions at an undervalue under s.212 and s.423 Insolvency Act
- Action by Trustee in Bankruptcy concerning a number of properties held in complex inter-related structure and subject to various charges and declarations of trust
- Multiple claims in respect of administration of slaughterhouse and stone works, administrators and lending bank, also involving personal guarantees
- Claim by Trustee in Bankruptcy for order of possession and sale over jointly held property, involving issues of equity of exoneration and equitable accounting
- Liquidators dispute with ex-company directors over accounting treatment of loans
- Action by receiver against debtor tenant to recover assets of insolvent company including orders for possession and sale and the removal of unilateral notices
- Claim against estate of deceased IFA for compensation for loss suffered in investments recommended
- Dispute concerning advice given on grounds for setting aside a bankruptcy petition
- Trustee in Bankruptcy application and counter application concerning estate assets with issues of priority of creditors, equity of exoneration and constructive trusts

Insurance

- Claim between healthcare provider and insurer as to payment for private healthcare in relation to £120million/year contract
- Dispute over declinature of claim under Shareholder Protection Policy, including questions as to the role of the broker
- Claim by widow of insured under company insurance for death whilst on assignment with defendant, including issues of construction of contract
- Coverage dispute over run-off of professional indemnity insurance following business sale
- Insurers' dispute as to liability for cover relating to explosion at car plant
- Multi party insurance dispute concerning liability under policies relating to a hotel fire
- Insurance dispute relating to claim against solicitor's firm
- Insurer disputed liability and quantum over factory fire due to alleged arson, including substantial claim for business interruption
- Dispute between insurers re allocation of liability on payment protection policies claims
- Claim against insurer for non payment under Property Owner Policy after flood on grounds that loss was not from damage to property but instead from breach of contract
- Disputes over coverage for hotel, warehouse and factory fires including issues of non-disclosure, lack of occupation, condition of buildings and under insurance
- Claim against insurance broker for negligence in erroneously including VAT in rebuild costs of 2 blocks of flats when arranging insurance

Intellectual property (*see also Media*)

- Action for trademark infringement (UK and community) and passing off against company in FMCG space
- Dispute between manufacturers concerning alleged infringement of design right in products
- Action in passing off arising from dispute between social clubs as to right to use name and logo of a private members club
- Dispute concerning allegations of wrongful interference with goods resulting from seizure on grounds that goods were alleged to be counterfeit
- Claim of passing off and trademark infringement by company in cosmetic and nutrition sector
- Claim against legal advisor re pleading of secondary infringement in design right action
- Claim by company against former consultant in respect of alleged use of confidential information following grant of emergency injunction
- Dispute between publishing firm and contributor to educational texts over issues as to ownership of copyright, entitlement to royalties and loss of goodwill due to lack of attribution of work

- Claim by retailer against manufacturer for breach of unregistered design right in 36 designs of furniture
- Action over export of computer software found to infringe local (US) copyright laws

International

- Multi-jurisdictional dispute between Canadian and Czech Republic based companies regarding operation in similar sector/market place
- Claim in English court against UK and US production and distribution companies in respect of film release
- Dispute between Cayman Island entities re ownership of assets in corporate structure
- Claim by US based businessman for payment under contract re management of UK project
- Dispute between Danish company and UK agent in relation to obligations under a series of agency agreements
- US company seeking relief from English High Court for restitution of payments made fraudulently by its finance director in the UK
- Claim between Dutch company and UK competitor concerning supply agreements in health care sector
- Dispute concerning joint venture between UK, US and Australian companies
- Dispute concerning respective obligations and liabilities for investment management between US parent and UK subsidiary

Media & Entertainment/Sport (*see also Intellectual Property*)

- Action for trademark infringement and passing off in respect of a television series
- Claim by author against Hollywood studio for passing off and copyright infringement with application for injunction in respect of upcoming film release
- Dispute between large publishing firm and author over alleged breach of publishing agreement
- Dispute between joint venture partners in music business as to operation of venues, shares of ownership and security for third party loans
- Dispute regarding bloodstock agreement for champion racehorse and counterclaim for monies owed under a jockey's sponsorship agreement

Professional Negligence

-Financial Advisors

- Numerous claims against banks and financial advisors for alleged negligent advice and mis-selling of investments (breach of statutory, contractual, tortious and fiduciary duties)
- Multi party negligence claim against financial advisers and solicitors in respect of £3million investment which had lost substantial value (allegations of inappropriate asset allocation and selection and failure to advise on limitation periods)
- Claim against investment firm for advice from their discretionary management service in relation to equity investments
- Negligence claim against financial advisor for inclusion of UCIS in pension plan
- Claim of negligence against pensions advisor

-Solicitors

- Several negligence claims against firms of solicitors relating to advice on loan financing documentation
- Claim against city law firm by significant corporate client for allegedly deficient advice (in response to claim by firm for unpaid fees)
- Negligence claim relating to advice given on super-yacht purchase
- Negligence claim against firm of solicitors in respect of judicial review application (counter claim by firm for unpaid invoices)
- Negligence claim against solicitor re limitation act issues, including counter allegations of fraud against client
- Negligence claim against conveyancing solicitors in respect of equity release financing deal entered into by home owner
- Claim by bank against firm of solicitors for negligence in failing to register a charge resulting in loss of security on business loan
- Claim against solicitors in respect of conduct of personal injury claim
- Claim against firm re advice given in defence of bankruptcy proceedings
- Claim against law firm for advice given on insurance position which resulted in voiding of insurance cover
- Claim against solicitors firm in connection with drafting of sale and purchase and distribution agreements

-Surveyors

- Numerous cases of banks suing valuers on commercial and residential valuations under SAAMCO principles with issues of contributory negligence and failure to mitigate (including several multi party)
- Dispute between surveying firms as to liability for negligence on joint assignment
- Negligence claim in connection with subsidence subsequently discovered

Property/Real estate

- Dispute re financing of 5000 unit London development
- Dilapidations claim by leaseholder of commercial property against landlord, including repair obligations and loss of rental income
- Dispute involving deferred completion arrangement
- Real estate dispute concerning assignment and termination of licence over space in corporate premises
- Breach of contract claim and counter-claim relating to installation of 15 kitchens in commercial property including queries on CAD drawings
- Real estate dispute over effectiveness of guarantee in leasehold documents
- Issues arising from the sale of a property and connected care home business
- Repossession claim with counterclaim from borrower alleging unauthorised actions by broker and negligent advice from bank
- Dispute between chartered surveying firms concerning performance of professional duties on joint project
- Action concerning rightful ownership of a number of properties held in inter-company arrangement with various charges to different individuals and banks
- Property development company advised to invest in a complex derivative product to hedge their borrowing to fund property acquisitions
- Action by mortgage provider concerning a number of 'right to buy' purchases where inaccurate information was supplied on the borrowers' circumstances
- Claim by home owners in respect of equity release financing deal
- Claim for lost revenues due to alleged trespass relating to advertising on numerous billboard sites
- Dispute between large property development company against purchasers of off-plan property
- Dispute over 200 leasehold properties in London Docklands, with claim by management company against freeholder to allege breach of fiduciary duty and claim for account of profits

Shareholder

- Dispute from Court of Appeal re valuations of shareholding, including level of discount for minority shareholding that conveyed controlling interest to purchaser
- Departing finance director of restaurant chain disputed valuation of shareholding including basis of valuation and partiality of auditor as valuer
- Dispute as to ownership of company and related assets including proper valuation method of company (earnings/net asset or dividend)
- Dispute between former directors as to loan accounts and dilution of shareholding

Trusts/Probate

- Action against trustees of a number of Jersey trusts included allegedly fraudulent behaviour by one of trustees
- Negligence claim against trustees for investment decisions, with defences under s.61 Trustees Act
- Dispute between offshore entities over fund management and roles of Security and Loan Note Trustee
- Action against former trustees in respect of losses incurred in trust assets invested
- 3 party mediation relating to long running (11 years) probate dispute over large family estate (20 properties and agricultural land)
- Mediation between family members regarding the succession of a family estate, including an historic house, around 20 other properties and a large amount of land

Direct feedback from clients

The following quotes are from parties Kate has recently mediated with:

'With [her] calm and capable manner and an informal and inclusive style of dealing with parties in dispute [she] facilitated and advanced discussions between the parties even when emotions were running high. At short notice [she was] fully across the complex legal issues and used [her] demonstrable legal and commercial capability to bridge the gulf between the parties.'

'Kate was probably the best mediator we have come across. We would definitely use her again.'
'Kate has a rare combination of talents: compassion and attentiveness to the needs of individuals in the room, combined with laser-like clarity. She engenders immediate trust and confidence, with her gentle listening skills and robust handling of challenging issues. She is a highly accomplished and skilful mediator.'

'I cannot speak highly enough of Kate. She worked diligently to get over obstacles that were put in the way of a mediation that our opponents cancelled twice. She showed dogged determination and on the day she kept going with good humour and a wonderful, relaxed manner. My client thought she was excellent and it helped that she got a deal none of us expected. I wouldn't hesitate to recommend Kate.'

'Kate Jackson had everything you need in a mediator- a swift and comprehensive grasp of the facts and issues, efficient but charming management of the process, a great manner with lay clients and a highly practical and commercial focus on a resolution.'

'In a difficult and combustible mediation, Kate proved a calming and measured influence. Kate endeavoured to look beyond the histrionics and personalities to work towards a commercial solution that was in everyone's benefit. Without her skilfulness, it is highly likely the mediation would have lasted all of 5 minutes. We definitely recommend Kate.'

'Kate was extraordinarily good. She concluded a settlement which I never considered possible...She also managed to master her brief in a very complicated matter with real speed.'

'Kate maintained a calm attitude even when the mediation scenario got intense. Her in-depth knowledge of the law was a huge advantage to the parties which helped the case settle with both sides satisfied.'

'Kate's understated dexterity and tenacity in bridging a seemingly unbridgeable rift between the parties triumphed and resulted in a well balanced settlement which neither party had truly felt to be possible and all in the space of just one day of determined mediation.'

'Kate was highly professional throughout the mediation process. She has an excellent manner with the parties - she listens with empathy & consideration, yet concisely summarises the position & focuses parties on the pertinent issues. I would definitely recommend Kate & instruct her again.'

'My client and I were very impressed by the way in which the mediation was conducted. Despite a big gap between the parties at the outset, and aggressive tactics from the other side, we managed to achieve a resolution, against the odds.'

'Kate Jackson proved to be an excellent choice of mediator. She was efficient, fair, pragmatic and listened with understanding and empathy.'

'This was one of London's highest value international mediations with one party appearing on Skype from the Cayman Islands. Only the most experienced lawyers and mediator could deal with a case like this. That was achieved as was a settlement.'

'Kate used the time we had effectively and brought the matter to a sensible resolution for all concerned. Kate was particularly sensitive to the personalities of the parties and was able to diffuse the situation when one party threatened to leave. Would highly recommend and would definitely provide instructions again.'

'From the off-set Kate was proactive & attentive. During the mediation Kate demonstrated an in depth knowledge of the facts of the case as well as the relevant legal points. She was calm & firm throughout & her pragmatic approach helped the parties achieve the right result in a difficult case.'

'I was impressed with the way Kate maintained the momentum of the mediation, making sure that the parties got on with matters, picking the right moments to have debates on particular aspects of the merits, and ensuring that the mediation did not develop into a staring contest.'

'Kate has both the technical expertise required to understand the legal issues in play as well as an incredibly intuitive approach to dealing with the parties' respective requirements for achieving a successful outcome.'

'The mediation was successful because Kate got the parties to focus on achieving a practical, commercial settlement instead of their historical grievances and entrenched legal positions. My client was very pleased with the outcome facilitated by Kate.'

'I sometimes feel that there's an element of going through the motions in mediation, and that the settlement will always come irrespective of the input of the mediator. However, that wasn't the case yesterday, and I would say that you did genuinely make a difference. On the way back [client] was particularly impressed by your ability to stop him getting up and walking out, which I can say from past experience is high praise indeed!'

'Kate was recommended to me as a mediator and with good reason; she is a professional, empathetic and hard working mediator. Kate maintained constant contact with both parties throughout the course of the day and, as a result of her dedication, settlement was achieved quickly and efficiently and I would not hesitate to instruct her again.'

'Thank you for your patience and perseverance. It has been a great pleasure, and your keeping at it since the mediation (something most mediators don't do) really helped drive it through to a conclusion.'

'She has an enthusiastic yet calming energy. She communicates well and maintains composure in difficult situations.'

'Kate Jackson is a user-friendly mediator with a down to earth and sensible approach which capitalises on the parties' aspirations to resolve their dispute in a realistic manner. Would not hesitate to use Kate again.'

'Kate is a very calming presence in mediations. An excellent listener, she maintains a balanced view of the issues at all times but is not afraid to take action when the situation demands. A pleasure to work with.'

'Kate truly delivered on our expectations for the mediation meeting. I was impressed by her ability to grasp the key issues, and her desire to move the parties gently but consistently towards an agreed position. I don't think either party came to the meeting genuinely believing that a settlement could be reached on the day, but thanks to Kate's efforts we were able to find common ground. Even when the finer drafting of the agreement proved to be contentious, she worked very hard to find common-sense solutions. We would certainly recommend her for future mediations.'

'Kate came to the mediation with a detailed grasp of the facts of the case. She quickly built an easy rapport with the parties and was a major influence on the case settling on the day.'

'Kate was a true professional. She dealt with the issues confidently and worked well with the clients and her co-mediator. Thanks very much indeed. I shall use her again.'

'I thought your calm and methodical approach was very effective. You were able to maintain forward motion in all the meetings, when there were possibilities of some fairly circular arguments creating diversions. At the same time, you were thorough and dealt with all points when raised.'

Contact details

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