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Emma is a mediator specialising in civil, commercial and workplace disputes. She brings a flexible, thoughtful and calm approach, helping parties identify common ground and reach clear, practical resolutions.

AREAS OF PRACTICE: Civil · Commercial · Workplace · Community · Family · Conflict Coaching

PROFESSIONAL BACKGROUND

Emma is a CEDR-accredited mediator working in civil, commercial and workplace disputes across the UK.

Having originally qualified as a solicitor, Emma brings a solid understanding of the legal process to her mediation practice, along with a developed ability to approach sensitive situations with empathy and to remain adaptable to the needs and perspectives of the parties involved.

Emma has a particular interest in helping individuals and businesses navigate disputes constructively, and in helping parties reach outcomes that are clear and workable.

In her practice, Emma has mediated cases involving individuals and groups in civil matters, family and commercial disputes, and disputes between teams or individuals within the workplace.

Alongside her professional work, Emma is actively involved in her local community. She serves on the board of directors of two Scottish charities and chairs an appeals' panel for the local education authority. Emma also volunteers as a community mediator and helps local primary schools adopt peer mediation schemes, reflecting her commitment to supporting individuals at all levels.

"Emma's facilitation of the mediation was really good. I hadn't been through this before so was unsure of what to expect. Emma was great at making sure everyone felt heard. I really valued Emma's patience and time throughout the process."

— Party, Recent Mediation

MEDIATION STYLE

Emma adopts a calm, considered and empathetic approach to mediation and is experienced in working with individuals and businesses. A core part of the mediation process is the preparation that is done leading up to a mediation. Emma takes the necessary time with parties to understand what is at the heart of the dispute, where there may be common ground and what a workable outcome may look like. With a strong emphasis on sensitivity and understanding, she tailors her style to reflect the individual needs in any situation. Where additional support is required, Emma ensures the process remains inclusive, respectful and accessible to all involved.

EXPERIENCE

Civil

- Private Client/Inheritance – Dispute between two family members where Scottish intestacy rules applied.
- Personal Injury – Court-ordered mediation relating to a small claims court action over damages following a road traffic accident.

Commercial

- Healthcare Sector – Dispute between two members of a family business regarding unpaid loans.

- Commercial Contract – Dispute over a partnership agreement involving two business partners.

Workplace

- Charity Sector – Conflict between a small team of co-workers within an organisation.
- Healthcare Sector – Dispute between senior management (CEO) and an employee.

Community

- Boundary Dispute – historical dispute between two neighbours.
- Noise Dispute – dispute between a group of residents within a care facility.

Family

- Divorce and Separation – over 40 hours of mediation across 20 cases.

Conflict Coaching

- Assisting parties who are involved in conflict over several 1-2-1 sessions.

QUALIFICATIONS

- 2003: LLB, Lancaster University
- 2008: Admitted as a Solicitor for England & Wales (non-practising)
- 2024: Accredited Family Mediator (Relationships Scotland)
- 2025: CEDR-Accredited Civil and Commercial Mediator
- 2025: CEDR-Accredited Workplace Mediator

MEMBERSHIPS & PANELS

- The Law Society (England & Wales) (non-practising)
- Civil Mediation Council – Registered Member
- Scottish Mediation – Registered Member
- Society of Mediators – Registered Member
- Civil Mediation Council Fixed Fee Scheme Member
- Scottish Legal Complaints Commission Panel
- Scottish Mediation Third Sector Panel
- Smile Mediation Panel
- Solution Talk Panel