

Mandy Lenton MA Cantab

IS A QUALIFIED MEDIATOR (**Elite Mediator**)

General Information

Mandy is an experienced mediator with a busy practice. Highly regarded by leading barristers and solicitors, mediation participants frequently remark on her energy, authority and intellect.

Mandy brings her drive, energy and commitment to mediating a broad range of disputes. She is equally at home helping FTSE 100 companies embroiled in high profile disputes to fashion highly effective commercial solutions, as she is working with individuals and small businesses in crisis.

While face to face mediation is now thriving again, Mandy has also welcomed online and hybrid opportunities into her mediation toolkit. No one size fits all, and Mandy is an expert in using the flexibility that mediation offers to design effective processes that work effectively for all participants.

Mandy is committed to reflective practice and to the development of mediation as a profession. This fits well with her role as a lead member of the CEDR Training Faculty, training mediators and mediation representatives in the UK and internationally. She became one of the first CMC Fellows, recognising her extensive experience and reputation within the sector. CMC Fellow status is reserved for those individuals who are leaders in the field, awarded for their outstanding contribution to the development of the profession.

Before becoming a full-time mediator, Mandy was Head of Real Estate Litigation at Clifford Chance. As a solicitor, Mandy had a wide-ranging commercial practice. She advised clients in the board room faced with business-critical disputes, supported financial institutions through the choppy waters following the collapse of Lehman, worked with property developers seeking to maximise asset value, landlords managing their portfolios and company directors struggling with the solvency of their company.

Mandy's mediation experience covers all aspects of commercial mediation including:

- Real estate and commercial property
- Professional negligence
- Insurance
- Business disputes
- Insolvency
- Telecoms
- IT, data centres and Technology
- Partnership agreements
- Joint ventures
- Board disputes and difficult conversations
- Construction and engineering
- Finance and banking
- Local authority and government sector
- Employment
- Disability Discrimination
- Harassment
- Outsourcing and procurement
- Conveyancing and residential property
- Easements, rights of way and trespass
- Boundary disputes and ransom strips
- Party walls
- Rights of light
- Proprietary estoppel
- Neighbour disputes and nuisance
- Landlord and Tenant
- Breach of Contract
- Disputes between consumers and businesses
- Disputes with Agents
- Mortgages

- Guarantees and indemnities
- TOLATA

Style

Mandy engages with people in crisis enabling them to stop focusing on conflict, and to start focusing on a positive future. She is particularly skilled at helping the parties to see the wood, and not the trees.

Highly numerate, Mandy confidently crunches figures and has a real ability to present them at just the right level, whether it be to CFOs of FTSE companies or to lay clients unaccustomed to working with numbers.

Mandy invests her considerable energy into each and every appointment. She clearly loves mediating, quickly builds a strong rapport with parties, solicitors, barristers and experts alike.

Often instructed on highly emotive disputes, Mandy works with empathy and kindness to help people find a solution that they can all live with.

What people say about Mandy

Mandy Lenton is 'absolutely fantastic from start to finish. She is a top-class communicator, a brilliant thinker, and really puts all the clients at ease - very impressive'. The Legal 500 2023

"Mandy has excellent intellectual skills."

"Mandy approaches everything she does with drive energy and commitment. She is intelligent and creative in her thinking..."

"She has great authority and presence with clients and other professionals."

"Clients are attracted by her ability to tune in quickly to the commercial drivers for them in a situation..."

Testimonials:

Your persistence, and your skill, brought about a resolution which it was impossible to envisage happening otherwise. I have never before come across a mediator who, post the mediation day, stuck with such dedication at getting the parties to come to an agreement" - Solicitor following mediation, December 2023.

"I have used an awful lot of mediators and participated in a lot of mediations. I have to say that Mandy was hugely impressive and I was very pleased. I will certainly be recommending Mandy Lenton again and will also make a point of recommending her to my peer group who are disputes partners at other major city firms." – City Law firm solicitor following mediation

"Having acted for professional indemnity insurers for over 25 years, I have used a large array of mediators over the years. Mandy is up there with the best of them. Her boundless energy and enthusiasm, along with her empathic style, can unlock the most difficult of cases. I would not hesitate to recommend her" - Solicitor following professional negligence mediation
"It was a pleasure working with you yesterday. As you would imagine I have taken part in many mediations. I can honestly say, you are the one of the best mediators I have worked with. I will circulate your details across Chambers later today and add you to our (very short) list of recommended mediators." Barrister for land agent

"Mandy was excellent in very difficult circumstances. She went the extra mile and was vital in bringing this difficult matter to a conclusion" – insolvency solicitor following mediation

"I was really pleased with the process, and hope our paths cross again soon" : solicitor representative in disability discrimination mediation.

"I would highly recommend Mandy Lenton as a mediator. She is a brilliant communicator and excellent at gauging the client's needs and desires which is paramount in reaching a settlement." Solicitor following mediation

"Now that this matter has been settled, [we] wanted to thank you very much for all your help on the day and your extreme professionalism in dealing with both parties. Although we had ten hours in their offices we came to a satisfactory conclusion and we really would like to thank you very much for your input and momentum to the day We are so glad that you were a leading influence on this matter being resolved. I am sure you will not mind if I pass your name to any other separate third parties who occasionally tell me their troubles and I will be sure to refer them to you in an effort to resolve whatever situation they are in." Party to mediation

"It was a pleasure speaking with you yesterday and fantastic that we were able to reach such a speedy resolution with the complaint with an outcome that suited both [us] and [them]. I do hope that any future cases that we work together on can achieve such an outcome. I look forward to ... working with you again." Corporate client in dispute with an emotional lay consumer

"I thought she was very good, very patient, and she managed to keep all the balls in the air and to set the mood well for negotiation to flow between the parties." Solicitor following mediation

"Mandy was excellent, her approach was no nonsense and lets get to work. She worked hard to secure a settlement which was acceptable to both parties in a limited amount of time." Camden Borough Council

"Mandy has great communication skills and understands everyone's point of view without losing her neutrality." Jane Rogers, Solicitor Osborne Clarke

"I have used an awful lot of mediators and participated in a lot of mediations. I have to say that Mandy was hugely impressive and I was very pleased. I will certainly be recommending Mandy Lenton again and will also make a point of recommending her to my peer group who are disputes partners at other major city firms." Philip Young, Solicitor Cooke, Young & Keidan

"A note to extend the Defendant team's thanks for all the help and assistance that you provided yesterday to secure a satisfactory outcome to this long running piece of litigation. You kept the momentum going and we feel confident that it was your experienced intervention that greatly assisted the process!" Extract from email from Solicitor

Corporate social responsibility

At each stage of her life, Mandy has sought roles within the community that maximise her contribution in light of the skills that she has to offer at the time. Over the years these have included a chess club for homeless people, acting pro bono as advocate for parents of children with Autism attending Special Educational Needs Tribunal, sitting as a Magistrate, acting pro bono as a civil mediator in order to support community mediation in Wandsworth and acting as a mentor to recently certified mediators. Mandy sits on the CMC's working group for civil mediation.

Mandy is a signatory of the World Mediators Alliance on Climate Change Green Pledge (for more information see <https://womacc.org>).

Commercial skills

Mandy understands the pressures on clients to make their business perform. As Head of Real Estate litigation at Clifford Chance, Mandy was responsible for budget, business development and marketing of a £3 million practice area, fee recovery, recruitment, training and development of the team. As Chair of the Board of a £1/3 million not for profit nursery school, Mandy guided the business safely through the Covid crisis.

Email: mediation@clerkroom.com

Clerksroom, Equity House, Blackbrook Park Avenue, Taunton TA1 2PX