



Charlotte Steinfeld

CEDR Accreditation:	2016
CEDR Panel:	2026
Languages:	English
Location:	United Kingdom

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- Partner - Regional law firm

Overview

Charlotte is a CEDR (Centre for Effective Dispute Resolution) accredited commercial mediator and registered member of the Civil Mediation Council, mediating civil and commercial disputes. Charlotte is also a qualified barrister practicing in the areas of civil, chancery and commercial law from 10 King's Bench Walk ("10KBW"), Inner Temple, where she further advises and represents parties in mediation as a "mediation advocate". As a mediation advocate, she holds a certificate in advanced mediation advocacy from the Standing Conference of Mediation Advocates, of



which she is a member. Charlotte is currently Deputy Head of Chambers and head of the 10KBW Mediation Group, which she founded in 2021. Charlotte is understood to be the only commercial mediator in the UK who has completed executive education in negotiation skills at the Harvard Law School Program on Negotiation with Professor Bruce Paton, co-author of leading negotiation text: Getting to Yes, Negotiating an Agreement Without Giving In. Charlotte uses the Harvard framework of principled negotiation to help parties and their representatives prepare for and resolve their dispute/s at mediation, whether appointed as mediator or whether representing a party. When requested she offers training on the Harvard framework of negotiation, using materials to which she has been given access by the Harvard Negotiation Institute.

Expertise

- Contentious Trusts, Wills & Probate
- Contract - Commercial and Consumer & Tort
- Company - Shareholding & Governance
- Property & Landlord & Tenant – Commercial and Residential
- Workplace

Specialisms

Charlotte specialises in mediating, and separately, representing parties in mediation, across a range of civil and commercial disputes, particularly where there are personal or commercial relationships at risk. Charlotte's mediation experience includes both two-way and multi-party disputes in the areas of, for example:

Contentious Trusts, Wills and Probate

Inheritance (Provision for Family and Dependants) Act 1975 matters where a family member seeks reasonable financial provision under a will, either as beneficiary or if left out of a will entirely; matters involving challenges to the validity of a will, i.e. want of due execution, lack of formality or testamentary capacity; want of knowledge and approval, allegations of probate undue influence and/or fraudulent calumny, issues of revocation; issues pertaining to the validity of an interfaith marriage out of jurisdiction when partner presumed to have died intestate; claims of executor mismanagement.

Property & Landlord and Tenant – Commercial and Residential

Issues of valid transfer of property; TOLATA in relation to cohabiting couples and other beneficial owners; challenges to deeds and declarations of trust in both commercial/residential property; disputes relating to property ownership: e.g. whether property part of business portfolio or residential home, whether property has passed under intestacy or Will; Landlord and Tenant: disrepair, possession, rent arrears, unauthorised work requiring listed building consent.



Contract - Commercial and Consumer & Tort

Contract: Breach of contract including general contract, hire purchase, asset finance and leasing and international and domestic sale of goods & supply of services, particularly where parties have a business relationship with disparity in size; including disputes involving law of agency and liability of assignee. Tort: Neighbour boundary disputes, including high-value residential properties; nuisance; claims of harassment; conversion of goods.

Company – Shareholding and Governance

Shareholding and governance disputes including between multi-generational family businesses, large UK professional membership organisations and charities; including questions over shareholder buyout, identity of legitimate officers and validity of competing AGMs and elections.

Workplace

Charlotte will also accept mediation appointments and mediation advocacy instructions in workplace matters and has completed the CEDR Workplace MST extension.

Personal Style

Assertively facilitative

Charlotte's mediation style is assertively facilitative. She assists parties in dispute hold a rigorous yet respectful negotiation, coaching them to maximise gain and helping to ensure that a workable agreement is made in the parties' mutual self-interest.

Commercially, legally, practically analytical

Charlotte gains the trust of both lay parties and their advisers quickly because she works hard to understand the personal and commercial dynamics of the dispute, the parties' needs and interests, their legal position and the timeline of events prior to and during mediation and always ensures she is available for the parties thereafter. As an experienced barrister, she understands the inherent risks of litigation and this is invaluable to parties and their advisers as they seek to test and understand the colour of the evidence, considering how it might appear to a judge and as they evaluate their risk on costs and chances of success.

Charlotte's experience as a commercial mediator, mediation advocate and barrister means that she is able to keenly analyse a dispute from all legal, practical and commercial angles, which sit underneath the stated legal position. As a result, Charlotte is pragmatic and strategic, knowing intuitively how to help parties find any number of unique pathways through a dispute, thereby leading them to success. Her strength as a mediator lies in empowering parties through the framework of principled negotiation to creatively problem solve and find value for themselves (whether in money, other assets, relationships, even risk) so that they are able to take control of the dispute and its outcome.



Overall, Charlotte is rigorous yet warm, is proactively engaged throughout the mediation and blends an understanding approach with coaching parties on how to strategically move forward to a resolution that works. Parties and their advisers find great satisfaction in the process.

Works actively with legal representatives

Charlotte sees the role of a parties' legal representatives as important to the success of the mediation process, especially when they are skilled in principled negotiation. Furthermore, hearing a client tell their story to a mediator can often reveal new facts and information which strengthens their representative's ability to deliver advice and enables them to more accurately predict or advise on litigation outcome.

Harvard framework of principled negotiation

Charlotte applies and coaches parties and their legal representatives in the Harvard framework of principled negotiation pre mediation and during mediation, helping to maximise value for parties in dispute and to assist them in achieving a workable solution. From her experience at the Harvard Negotiation Institute and alongside her extensive practical experience from many years litigating at the Bar, including negotiating at the court door and in mediation, Charlotte has a deep understanding of what makes a negotiation work most effectively for parties and this makes her somewhat unique amongst mediators. She understands how to assist parties in dispute maximise value, remain in the process and get the most out of the mediation.

Professional Background

Charlotte is an experienced barrister (2004 call) with a broad civil-commercial-chancery practice and has acted in both High Court and County Court disputes across a wide range of areas, including, for example:

- Trusts, Wills and Probate (both contentious and non-contentious, including in Part 8 Inheritance (Provision for Family and Dependents) Act 1975 matters)
- Property (both commercial and residential), including TOLATA
- Commercial and Consumer Contract
- Landlord and Tenant (both commercial and residential)
- International and Domestic Sale of Goods and Supply of Goods and Services
- Insolvency and Bankruptcy
- Mortgages and Security

Charlotte is also one of the elected directors of the Civil Mediation Council ("CMC"), the voice of mediation for England and Wales, where she is a member of the Government Liaison Working Group. In this guise she assisted with the drafting of "A Guide to Civil Mediation" for the government's website: <https://www.gov.uk/guidance/a-guide-to-civil-mediation>. She also led the



CMC's response (jointly with CEDR and the Chartered Institute of Arbitrators ("CI Arb")) to the Civil Procedure Rules Committee (CPRC) Consultation on amending the Civil Procedure Rules (CPR) to include ADR following the seminal Court of Appeal decision in *Churchill v Merthyr Tydfil County Borough Council* [2023] EWCA Civ 1416. Amongst her other responsibilities, Charlotte liaises with the All Party Parliamentary Group (APPG) on ADR on behalf of the CMC, whose secretariat are CI Arb. She is also chair of the organising committee of the National Mediation Awards, held every two years. She has helped to professionalise the awards and to develop a fair and transparent set of rules and processes, overseen by an independent judging panel led by leading mediator Rosemary Jackson KC. The 2022 and 2024 awards were held at the Palace of Westminster and compered by former BBC newsreader, presenter and mediator, Joanna Gosling.

In 2004 – 2005, between undertaking a master's degree in international commercial law and being called to the Bar of England and Wales, Charlotte worked in contingent-search led legal recruitment, placing lawyers with Magic Circle and Top 20 City law firms and negotiating the terms of their employment contracts. Her key client was Clifford Chance, where she negotiated the placement of a senior lawyer into the banking team with a short track to partnership. In 2003, Charlotte appeared on a BBC consumer programme after successfully negotiating a dispute, pre-action, between a new car owner and a major car dealership. In 2001 she was one of 6 women out of 6000 who were finalists in auditions to present a weekend TV programme. Charlotte was praised by the senior executive producer as a "natural" at presenting with an "ironic sense of humour".

Dispute Experience

Contentious trusts, wills and probate, including Inheritance (Provision for Family and Dependants) Act 1975

Mediation:

- Mediation of a claim (1) under section 9 of the Wills Act 1837, Claimant alleging Will lacked proper formalities, one witness having not attested to the signature of the testator in his presence and (2) testator did not know or approve of contents of Will.
- Spousal claim under Inheritance (Provision for Family and Dependants) Act 1975. Deceased left estate to daughter from previous marriage and appointed her sole executor. Spouse given only a life interest in matrimonial home. Question also over nature of property: whether in fact non-matrimonial.
- Mediation of freestanding claim of undue influence by one sibling against another brought in High Court by litigant-in-person. Multiple beneficiaries including minor children.

- Long-running sibling executor dispute with estates in two jurisdictions, England and India. Underlying application under section 50 of Administration of Justice Act 1985 by one executor to remove the other for alleged failure to account for and distribute rental income of estate properties.
- Mediation involving underlying claim for reasonable financial provision under the Inheritance (Provision for Family and Dependants) Act 1975 by only child of deceased against his aunt, sole executor and sole beneficiary of his late father's estate.
- Mediation of prospective claim challenging validity of a will for undue influence and want of knowledge and approval, also proposed Part 8 claim under Inheritance (Provision for Family and Dependants) Act 1975. Adult and minor beneficiaries.
- Multi-party dispute involving claim under Inheritance (Provision for Family and Dependants) Act 1975 for reasonable financial provision by long-term partner of deceased. Intestacy presumed but Will alleged to exist. Multiple claims to proceeds of sale of property lived in by deceased and partner including (1) asserted proprietary estoppel/common intention constructive trust by partner (2) claim by ex-husband on account of alleged fraudulent property transfer and (3) claim by parent beneficially entitled under intestacy.

Advice:

- Advising daughter of deceased in relation to potential claims against mother's estate, including possible equitable (presumed) undue influence regarding lifetime property transaction, probate undue influence in respect of deceased's last Will, want of knowledge and approval and potential Part 8 claim under the Inheritance (Provision for Family and Dependants) Act 1975.
- Advising on construction of settlement agreement and schedule to Tomlin Order as it related to capital gains tax in settlement of Inheritance (Provision for Family and Dependants) Act 1975 matter.
- Dispute involving sibling executors. Advising one in respect of claim against two others for allegedly unlawfully withdrawing funds from testator's account under Lasting Power of Attorney (LPA) and on issues of Inheritance Tax (IHT).
- Ongoing advice in multi-party family dispute involving allegations of undue influence and fraudulent calumny in respect of multiple Wills of testator. Advising on merits, pre-action disclosure and mediation timing and strategy. Drafting Response to Letter of Claim.
- Advising executors and trustees on law related to IHT due on Interest in Possession Trust (IIP) on beneficiary's death.



- Advising executor on securing removal of co-executor and on completion of estate accounts.
- Advising executor on succession where husband moved abroad but remained married to deceased.
- Advice given to executor spouse in relation to a Inheritance (Provision for Family and Dependents) Act 1975 claim brought by one of two daughters left out of father's estate. Issues also relating to non-matrimonial property following clarification by Supreme Court in *Standish v Standish*.
- Advising on process and consequences of joining twelve adult and minor beneficiaries to probate litigation, all of whom were pecuniary legatees bequeathed varying sums. Also advising on process of applying to court for appointment as litigation friend and on compromise of claim.
- Advising on the court's powers and discretion under CPR 57.11 and PD 6.1 in respect of compromising a probate claim generally and related issue of costs.

Litigation & Drafting:

- Acting for Defendant in cross relief from sanctions applications for late filing of witness statements and other matters at PTR; underlying dispute involving probate claim in which Claimants sought to propound a Will, with Defendant challenging Will on grounds of lack of capacity/want of knowledge and approval and counterclaiming to propound a different Will. Issue also as to whether deceased collected rent on a property, leasehold of which was owned by the Defendant, and whether court should direct an account.
- Acting for Defendants in High Court claim brought by litigant-in-person against two solicitor executors and a beneficiary, alleging undue influence in preparation and execution of Will of deceased, Claimant's father. Advising on all aspects of the litigation pre and post action, including in respect of a *Larke v Nugus* request, disclosure and CPR Part 57 and PD 57A regarding the lodging of testamentary scripts. Drafting included response to Letter of Claim, Defences along with a Counterclaim for the most recent Will to be propounded in solemn form and an application to strike out the claim and for summary judgment.
- Drafting High Court subpoena and affidavit on behalf of two beneficiaries under a Will requiring the executor to produce said Will where executor had declined to do so and had refused to renounce probate.
- Acting for executor in application to court for construction of clause in settlement agreement as contained in schedule to Tomin Order and declaration as to meaning of clause.

- Drafting Letter of Claim, in accordance with CPR PD Pre-Action Conduct and Protocols and ACTAPS Code, against personal representatives of deceased on behalf of his adult son, which included a claim for an interest in a freehold property pursuant to a common intention constructive trust and/or on basis of proprietary estoppel. Further/alternatively, that Claimant had irrevocable licence to remain in property.

Property (commercial & residential), Company and Partnership, Insolvency and Bankruptcy

Mediation:

- Mediator in contentious trusts and property matter involving £1m+ mixed commercial/residential use property. Deed of trust disputed, claim that Deed should be set aside for undue influence with a declaration as to parties' respective beneficial interests in property. Issues also surrounding an account for occupation rent and a share of the rental income generally. Part 36 offer previously made but matter settled at mediation.
- Mediated company governance dispute involving long-established UK association of professionals. Issues over legitimacy of current president and various officers of the company, its AGM and elections and its future governance.

Advice:

- Advising leaseholder of commercial property as to (1) whether sub-tenant had business tenancy and therefore statutory protection under Part II of the Landlord and Tenant Act 1925 (2) whether business arrangements between parties were that of a partnership and (3) on potential to recover purported business profits and misappropriated monies.
- Advising owners of secured properties on potential grounds for injunction to prevent completion of sale after alleged unlawful repossession and auction by creditor.

Litigation & Drafting:

- Acting for Defendants in contested property matter relating to Claimant's request for new business tenancy in which they sought an order under section 30(1)(g) of Landlord and Tenant Act 1954.
- Acting for liquidators for an order under s236 of insolvency act 1986 requesting officers of company provide CPR PD 32 compliant witness statements disclosing details of all financial documents in their possession and to deliver up all books, papers, records, documents and materials in their possession.
- Acting for tenant in a landlord and tenant dispute: defending possession proceedings and counterclaiming for disrepair where court was asked to determine quantum.
- Acting for a bankrupt in his application to annul a bankruptcy order under s282(1)(a) of Insolvency Act 1986.



- Acting for a bankrupt and his wife in bankruptcy proceedings where bankrupt was resisting possession and order for sale of matrimonial home sought by trustees in bankruptcy given wife's alleged beneficial interest in the property (originally purchased by father and gifted to couple on marriage).
- Acting for tenant, successfully resisted application to set aside judgment, after settlement agreement/Tomlin Order reached the previous year, on grounds landlord lacked capacity to litigate.
- Acting for debtor against trustees in bankruptcy in multi-party dispute. Warrant for possession executed leading to re-entry. Application to set aside. Third party claiming significant beneficial interest in property.
- Winding up property company with interests in UK and Hong Kong on behalf of creditor financier.

Other areas of Law

Mediation:

- Agency dispute and claim involving breach of hire purchase agreement between UK-based asset finance and commercial hire company, plus its assignee, and one of its customers - a company which had hired telephony equipment for business use. Questions also over applicability of legislation.

Litigation & Drafting:

- Acting for Claimant IT procurement company, whose clients include NHS, against IT and software company. Laptops ordered and invoices settled. Items not delivered in breach of contract. Issues related to sale of goods legislation and agency and authority. Denton application - relief from sanctions as claim struck out for non-payment of interim costs about which Claimant knew nothing.
- Acting for Respondent design and property consultancy in contract dispute for unpaid consultancy fees for planning advice and applications regarding development of Defendant's property, initially part of a joint venture. Successfully resisted order for security on costs.
- Acting for successful Claimant at trial in a residential boundary dispute.
- Acting for Defendants in ongoing residential trespass and boundary dispute involving allegations of harassment.
- Acting for construction company defending application to set aside default judgment on counterclaim.

Testimonials

- “[Charlotte is] entirely unfazed” by late, complex [mediation bundles and] instructions” and “able to get up to speed in no time at all ... Importantly, Charlotte is very personable. This very much helped her to manage the client’s concerns during the day... it is true to say that we cannot recommend Charlotte highly enough.” - Partner - Regional law firm
- “I believe the best possible result was achieved. Could I recommend that mediation is sought on these issues where a dispute [of this nature] is made and that you use Charlotte ... [Her] use of her knowledge was paramount for a successful outcome.”
- Director - UK asset finance and leasing company
- “We were really pleased with the mediation process. You immediately gained our trust.”
- Chair and Past Chair of UK Association of Professionals
- “The best position statement I have ever read.” - Commercial mediator

Qualifications

Mediation

- Advanced Mediation Advocacy Certificate – SCMA (2025)
- Workplace Mediator Skills Training Extension – CEDR (2020)
- Negotiation Skills Certificate – Harvard Negotiation Institute/Harvard Law School Program on Negotiation (2019)
- Mediation Advocacy Certificate - Bar Council and SCMA (2017)
- Mediator Skills Training leading to CEDR Accreditation – CEDR (2016)

Legal

- LLM International Commercial Law, Distinction (Second in Year) (2006)
- Called to Bar by Lincoln’s Inn (2004)
- Bar Vocational Course, Very Competent (2004)
- LLB (Hons), Upper Second Class Honours (2003)

Selected Publications & Speaking

- **2026 (forthcoming)** Invited to contribute article on mediation and mediation advocacy for The Barrister Magazine



- **2021** Contributed to and quoted in: “*We Can Work It Out*” on the rise of commercial mediation by Maria Luisa Taddia in The Law Society Gazette (online), 6 December 2021
- **2020** Delivered webinar for 10KBW ‘Mediation: Moving on from the Pause of the Pandemic’
- **2019** Keynote speaker on ‘Principles and Practice of Negotiation’ for London based Management Society conference

Training

Charlotte has acted as a panel judge, trainer and facilitator in mediation and negotiation skills for the next generation of emerging leaders and negotiators.

- Panel Judge, 2025 – International Negotiation Competition (INC), the world’s oldest and most renowned student negotiation competition. Hosted in London by CEDR
- Panel Judge, 2020 – Present, CEDR National Student Negotiation Competition, London
- Facilitator, 2019 – CEDR New Dialogues programme for emerging leaders under 30, London
- Trainer, 2016 – CEDR mediation advocacy training for junior Magic Circle lawyers at Freshfields Bruckhaus Deringer, London

Memberships

- Lincoln’s Inn
- Chancery Bar Association
- Civil Mediation Council
- CEDR Exchange
- Standing Conference of Mediation Advocates (SCMA)
- London Bar Association (LBA) (formerly London Common Law and Commercial Bar Association (LCLCBA))
- Association of Women Barristers (AWB)
- Former member of British Insurance Law Association (BILA)