

Tracey Fox



CEDR Accreditation: 2003

CEDR Mediation Panel: 2004

Languages: English

Location: United Kingdom

"I just want to say thank you for your wonderful efforts yesterday. XXXX reported back this morning, and showed me the Statement you'd drawn up, and I am absolutely thrilled that you managed to make such headway. This has been a long-running issue, as you'll know, but if anybody can find a way through, Tracey can! Absolutely brilliant, and it must have been such a drain for a long day yesterday. You really should take this up for a living, you know! Thank you again, and I know who I'm coming to if I ever have a problem" – Senior People Partner, Client Feedback

Overview

Tracey is mediator, executive coach (Henley Business School), facilitator and lecturer with close to 20 years' experience helping people move forwards, develop, and collaborate. With a BSc in Psychology (Hons) and an MSc in Organisational Psychology, she brings a compassionate yet firm approach to dispute resolution.

Positions held;

- Non-executive Director, Lead Faculty, Coach and Assessor at the Centre for Effective Dispute Resolution.
- Panel Mediator for National Health Service Resolution disputes.
- Module Leader and Visiting Lecturer at the University of Westminster.
- Consultant and Coach for The World Health Organisation.
- Business Faculty for The School of Life.
- Panel Mediator for National Health Service Resolution disputes.
- Panel Mediator for the Independent Sector Complaints Adjudication Service (ISCAS)
- Head of the Customer Champions for the Business Banking Resolution Service.

Mediation Expertise

Tracey has substantial employment, workplace and commercial mediation experience in the following sectors

- Academia
- Finance and banking
- Private health care
- The NHS
- Social media & creatives
- Social housing
- Healthcare regulation
- Partnerships
- Clinical negligence
- Court referred
- Funerals
- Drinks industry

Dispute Experience

Employment & Workplace

- Establishing new rules of engagement following an allegation of bullying.
- Director and Senior Manager whose relationship had degenerated to air and understand individual differences and develop a communication strategy.
- Two Global Directors, whose relationship has deteriorated.
- Breach of confidentiality, data protection and disability discrimination were the issues in this case.
- An apology and damages were sought for alleged physical assault by a law enforcement officer.
- Damages were sought for less favourable treatment due to race and gender for a Senior Manager.
- Damages sought for racially aggravated behaviour by a number of colleagues in a department.
- Dispute between a volunteer and the Charitable organisation based on perceived indirect racial discrimination.
- Relationship breakdown between a manager and a member of the leadership team over issues of trust and alleged hidden agendas.
- Repairing a broken relationship between Economists, involving severe psychological trauma.
- Breakdown in trust between two senior executives in a small but high-profile department.
- Fractured relationships between musicians.
- Collective grievance against Senior Director.
- Prison guards in conflict.

Clinical Negligence / Healthcare

- Complaint about poor fistula surgery leading to long-term physical and psychological needs.
- Complaint about an oversight in urinary surgery resulting in restricted mobility and high support needs.
- A commercial claim against a company where workplace stress was alleged to have led to impotence.
- Dispute concerning the omission of a genetic sample prior to the death of a patient.
- Dispute over poor midwifery care and link to a still birth.
- Breast augmentation complaints.
- Mis-diagnosis at a 26-week scan.

Property and Construction

- Termination of a retail lease.
- Non-payment of commercial rent due under a contractual lease.
- Various disputes with neighbours in conflict due to noise, odours, waste disposal, car parking spaces, children's playing arrangements and boundary walls.
- Non-payment of powder coating on galvanised steel to be used for children's playground equipment.
- Boundary wall complaint.
- Outstanding invoices following an extension.

Sale of Goods & Services

- Non-payment of IT equipment due to falsified sign off of invoices in an academic institution.
- Discrepancies over the services of a security guard company.
- Livry fees for polo ponies.
- Refund sought for non-arrival of funeral hearses.

Partnership & Shareholder:

- Brothers who were former business partners in conflict with each other due to the collapse of their business.
- Accountancy Partnership facilitation

Personal Style & Feedback

- *“Very calm maintained composure when things got tough, yet maintained control of situation and people.”*
- *“Very fair and consistent with her approach, and really tried to find a solution.”*

Professional Memberships

- Fellow of the Civil Mediation Council
- Graduate member of The British Psychological Society
- Member the Association for Coaching
- Member of The European Mentoring and Coaching Council

Certification and Skills

- Graduate Certificate in Psychodynamic Psychotherapy – Birkbeck, London ('22)
- Time to Think Foundation Course – MP Partnership (2021)
- Assessment Specialist - Oxford Cambridge and RSA ('19)
- Leading with Heart Certified Consultant - Heartstyles ('17)
- Professional Certificate in Coaching – Henley Business School, Uni of Reading ('13).
- Thomas Emotional Intelligence Questionnaire – TEIQUE ('13).
- The Hogan Development Survey accredited, London ('08).
- The Protean Mediator as Leader - Pepperdine University, Malibu (2006).
- Accredited Mediator – Centre for Effective Dispute Resolution, London ('03).
- British Psychological Society Level A and B qualified ('00).
- MBTI Accredited - The OPP, Oxford ('00).
- (The Thomas Kilmann Conflict Mode Instrument).
- (Gallup StrengthsFinder) and (Belbin Team Roles).

Publications

- Fox, Tracey and Mackie CBE, Karl ('13) Managing emotional turbulence – the psychology of organizational conflict, in Effective conflict management (ICSA).
- Fox, Tracey and Balassa, Balint (November '15) Why should I be flexible when you are so difficult? in Mastering negotiation (Bloomsbury).