

Biography: John Munton, Director of Dispute Resolution Services

John is responsible for the operation of CEDR's contracted dispute resolution services which currently handle over 25,000 disputes every year in more than a dozen industries. He has been working in dispute resolution services for over 30 years and joined CEDR as a Director in 2013.

John's role at CEDR sees him working with stakeholders across many industries providing dispute resolution solutions for individual organisations or entire industries on caseloads ranging from a handful of complex cases per year to high volume dispute work. In recent years John and his team has delivered a significant number bespoke industry Schemes including for the Civil Aviation Authority, Central London County Court, Cavity Insulation Guarantee Agency, Court of Appeal for England & Wales, Independent Press Standards Organisation, Medical Protection Society, NHS, Ofgem, Solicitors Regulatory Authority and Water UK.

2021 has seen the launch of the Business Banking Resolution Service (BBRS) which has been set up in collaboration with CEDR. The BBRS is a non-profit organisation set up to resolve disputes between eligible larger SMEs and participating banks. John's team provide the BBRS with dispute resolution specialists who work on cases in collaboration with their BBRS colleagues.

John has worked with many household names who have been subscribers to CEDR schemes in recent years including Amazon, British Airways, easyJet, Heathrow, NHS, National Lottery, Post Office, RICS, Royal Mail, Sky, TalkTalk, Thames Water, TUI Airways, United Utilities, Virgin Media and Vodafone. He also manages services for the public sector in collaboration with the Department for Education and the Department for Business, Energy & Industrial Strategy.

John holds CEDR accreditations in mediation and advanced negotiation and is on the Board of Directors of the Ombudsman Association, representing the complaint handler members.