



Chula Rupasinha

CEDR Accreditation:	1999
CEDR Training Faculty:	2001
CEDR Panel Admission:	2013
Languages:	English
Location:	United Kingdom

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Client Feedback

Overview

Chula has an ability to quickly appreciate differing points of view, he listens without judgment and has an innate respect for a party’s own wisdom. This capacity to empathize equally with divergent perspectives ensures that rapport is quickly built and he fosters trust with the principals and their representatives alike.

This trust enables him to both ask the important, sometimes difficult questions and focus the participants on the future and what they want to do next. His growing sense of what really matters to people and his understanding of the negotiation dynamic, enables him to successfully guide the parties towards a settlement.

While he has compassion for people and their accounts, his emphasis is to make progress and look for the deal.

Chula has been mediating since 1999; he has successfully resolved a wide range of commercial, employment and workplace cases in a variety of sectors. These range from contractual disputes, discrimination claims and working with surgical teams who are in conflict. Perhaps unsurprising given his professional background, he is unphased by high emotion welcoming the opportunity to help people escape from the turmoil of their dispute.

He also works Pro Bono for a busy community mediation organisation with an increasing focus on child access matters.

Professional Background

Chula is a former senior police officer and he fulfilled a diverse range of operational and strategic roles before retiring at the rank of Superintendent. He was twice seconded to counter-terrorism units within central government and became a police-



military specialist. He was a senior hostage negotiator originally trained in the UK and later in preparation for international deployments, by the FBI at Quantico.

Chula is a qualified adult educator and coach. He has worked extensively as a trainer in the UK and around the world with teams and individuals from a variety of cultural and professional backgrounds which span, senior government ministers, legal professionals, doctors and construction workers.

Additionally, he is an experienced CAA flying instructor.

Expertise

- Aviation
- Commercial Contracts
- Employment & Workplace
- Franchising
- Professional negligence
- Property

Dispute Experience

(Non-Neutral work in italics)

Aviation

- Settled a dispute concerning an assessment that a pilot was no longer competent [to fly specific operations].
- Extensive aviation background as CAA instructor and with specific experience working with the Ministry of Defence to develop airspace security for London which involved negotiations with a multitude of vested and competing interests.

Commercial Contracts

- Disagreements between contractors vying for funds under a government let contract and claims arising from the supply of good and services.
- Compensation claims arising from the supply of faulty equipment necessitating substantial reinstatement of interior works in a new-build house and in connection with construction project not built to the agreed specification.
- Family-business disputes have involved allegations of impropriety including improper removal of a director and theft of partnership funds.

Employment & Workplace

- Linked to 'whistle blowing', an allegation of constructive dismissal within the charity sector.
- Disputes within teams of surgeons arising from irreconcilable differences of clinical approach and refusals to work together.
- A breach of the Disability Discrimination Act and a linked allegation of discrimination by virtue of the complainant's sexual orientation had caused the employee to be placed 'long-term sick'. The parties met at mediation and a solution agreed acceptable to the Police Force and employee who, immediately after the mediation, returned to work.
- Alleged race discrimination within a police selection process.
- A claim of breach of duty made by a worker against his own trade union linked to a race discrimination case submitted to an Employment Tribunal.
- A breach of a contract of employment and a claim of unfair dismissal case (charity sector).
- A dispute between a Head Pilot and a subordinate's competency.

Franchising

- Alleged failure to comply with terms of the agreement and non-payment for goods supplied.
- False representations made to induce a franchisee to enter into an agreement.
- Failures to fulfil the franchisor's obligations and breaches of health and safety legislation.

Professional negligence

- A business alleged they were given negligent advice by their solicitors in respect of a winding-up-petition.
- A claim by a Finance House against chartered surveyors where it was alleged that the latter had negligently valued property causing substantial loss.
- A claim of breach of duty made by a worker against his own trade union linked to a race discrimination case submitted to an Employment Tribunal.

Property



- A claim before Mayor's and City Court made by a Finance House against chartered surveyors where it was alleged that the latter had negligently valued property causing substantial loss. A case with experienced negotiators and expert witnesses proposing alternative professional approaches was nevertheless settled against the odds.
- A breach of tenancy agreement (housing association).

Neighbourhood: A variety of pro bono cases on behalf of Mediation Hertfordshire.

Personal Style

Chula has a solution-based approach and readily builds rapport with the parties who quickly feel safe to discuss their case with him: they willingly work with Chula to better understand the strengths and weaknesses of their case and trust him to faithfully represent their position to the 'other side'. Pre and post mediation contact is welcomed – he is committed to the ethos of mediation.

Feedback

- *"Thank you for your help in assisting in bringing this claim to a conclusion. I was not confident that it would settle, but you managed to assist the parties in bridging the gap."*
- *"If I was in the same situation again, I would be happy to use his services along with recommending him personally to any friends who found themselves in this type of situation."*
- *"Chula brought a very high level of professionalism to the mediation and throughout displayed skills that enabled the parties to reach a satisfactory resolution, in a situation where I had felt that this was an unlikely outcome."*
- *"He prepared for the mediation with a great deal of attention to detail and ensured that all parties were briefed in a way that ensured they knew what to expect from the event, but which left all options available."*
- *"The parties met together following this period of preparation and were led through a process with great skill. Chula's leadership of the process was always apparent and the respect this built in the parties was an important part of achieving recognition by the involved parties of the fundamental issues involved."*
- *"...the matter involved some quite technical evidence. Mr Rupasinha mastered that evidence in advance, clearly the result of careful preparation... [his] command of the evidence quickly gained him our confidence and that of our client."*
- *"... managed the process with quiet authority, listening carefully and focussing on the key issues and moving the parties effectively towards settlement."*



Training Roles and Experience

Chula has extensive experience training internationally with CEDR and other organisations in a variety of disciplines and in a range of environments. He continues to teach hostage negotiation for U.K. and other international police forces and also coaches aspiring commercial mediators. He is an experienced flying instructor, training students for PPLs and Glider Pilots' licenses; he is also a flying-instructor coach.

Professional Qualifications and Skills

- **BA (Hons) Economics.**
- **MA Human Resource Management.**
- **Member of the Chartered Institute of Personnel and Development.**
- **Executive coach (Henley Business School)**
- **Further Education Teaching Certificate.**
- **Civil Aviation Authority flying instructor.**
- **Civil Aviation Authority examiner for the award of Radio Telephony Licences.**

