



CEDR Accreditation:	2017
CEDR ADR Officials	2018
CEDR Panel	2022
Languages:	English
Location:	United Kingdom

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Client Feedback

Shona Crallan

Overview

Shona Crallan has two decades experience in litigation, corporate law, human rights law and policy. She has been a practicing mediator since 2017, managing and resolving disputes across a range of sectors, both public and private, and has experience mediating civil, commercial, workplace and community disputes. She brings a considered, professional and friendly approach to her mediations, creating the space for parties to explore creative solutions to often complex disputes. Shona has an impressive settlement rate and specialises in designing bespoke mediations to suit the individual needs of her clients. She is a dual-qualified lawyer, conciliator and facilitator.

Professional Background

Before becoming a full-time mediator, Shona had a successful legal career in corporate litigation and human rights law. She is a qualified lawyer in the US and England & Wales and worked in international and national law firms as well as NGO’s and charities. This breadth of experience means that Shona is equally comfortable working with high-profile corporate CEO’s and vulnerable individuals and she utilises this skill set in her mediation style ensuring all parties are comfortable to collaborate in seeking a resolution.



She is recognised as a “highly skilled facilitator” and as having “first class legal knowledge and analytical skills”. Her clients have described her as “sensitive”, “professional” and “a bastion of calm”. She has an active online/ remote mediation practice in addition to a traditional in-person practice, and has mediated across the UK utilising her knowledge of Scots law as well as that of England & Wales.

Shona has facilitated large scale reviews between state bodies and their service users and provides negotiation strategy coaching for professionals internationally. She is a non-executive director for REACH Advocacy, a national human rights organisation.

Expertise

- Aviation
- Contract
- Company Shareholders & Directors
- Education
- Employment & Workplace
- Energy & Natural Resources
- Human Resources
- Intellectual Property & Brand Protection
- Landlord & Tennant
- Neighbour & Community
- NHS Healthcare & Clinical Negligence
- Partnership
- Property
- Sale of Goods and Services

Dispute Experience

Aviation

- A multi-party dispute involving an international airport, a non-executive board and elected officials. This mediation spanned several months and reached agreement on a complex number of issues for multi-layered working partnerships.

Contract

- A dispute between two global retail companies regarding Intellectual Property and alleged breach of contract, concerning costs and damages following an Appeal Court Ruling.
- A commercial claim following a dispute alleging breach of contract of landscaping and gardening services.
- A civil dispute involving an allegation of breach of contract over a parcel of land.

Employment & Workplace

- A dispute between two senior Directors and the Managing Director of a multi-national energy company.
- A complaint of sexism and abuse by a board member against the Chair of the board.
- A dispute between two founding partners of a real estate company.

Education

- Numerous Special Educational Needs and Disability (SEND) mediations involving an appeal by a parent or school against the local authority in relation to the decision to assess and/or issue an Educational Health & Care Plan for a child or young person with learning or physical disabilities.

Human Rights

- Advising on multiple inquest, civil claim and judicial review cases against the State involving issues of public law and human rights law including the right to life, fair trial and unlawful detention.

Intellectual Property

- Representing a global organisation on intellectual property and brand protection litigation matters in preparation for an international sporting event.

Landlord and Tenant

- A dispute involving issues of security, repairs and use of shared areas.

Neighbour Disputes and Community

- Several neighbour and community disputes involving allegations of abuse and harassment, noise disturbance, tensions caused by the Covid-19 national lockdown and pre-ASBO actions by Housing Associations.

NHS Healthcare, Clinical Negligence and Human Rights

- A claim by a bereaved family following the death of their son in a psychiatric unit under Article 2 HRA.
- A claim against a surgeon regarding injuries sustained following a breast reconstruction.



- Advising on numerous inquest and civil claim matters representing bereaved families against the Secretary of State for Health and/or NHS Trusts following a death in hospital or psychiatric care involving issues of public law, human rights and clinical negligence.

Partnership

- A claim regarding an alleged breach of a partnership agreement.
- A dispute involving the dissolution of a real estate partnership and the division of multiple assets.

Property

- A multi-party boundary dispute involving claims and counterclaims of harassment, disputes over communal property, shared access areas and allegations of property damage.
- Dispute between two tenants over privacy issues and threatening behaviour involving allegations of harassment and racial discrimination.

Sales of Goods & Services

- Numerous disputes between individuals and Funeral Directors regarding alleged failures in funeral services and arrangements including issues of professional negligence and breaches of policy and loss of property.

Personal Style

Shona's style is warm and direct, creating the space for all parties to feel at ease. Her natural energy and interest in people builds trust and rapport at an early stage allowing for her to explore creative solutions with parties. She is equally comfortable facilitating conversation between high profile commercial directors and vulnerable individuals. Shona's ability to manage power imbalances is one of her strengths as is her calm nature regardless of the heightened emotions or pressure of a situation. She is naturally empathetic and creates the space for parties to express their needs and explore creative solutions to complex disputes.

Feedback

- *"Shona is a highly skilled facilitator. She creates the environment to assist people to voice their concerns in a way that allows for conversations to lead to both better understanding and an opportunity for resolution."*
- *"The professionalism and care with which you handled the matter is commendable."*

- *"I worked with Shona on extremely high-profile human rights cases examining state responsibility for deaths in custody. Her legal knowledge and analytical skills were first class. She understands the law; she understands human beings; she cares."*
- *"Thank you for successfully helping us agree how the Board could be improved."*
- *"Thanks to your mediating skills, we have an agreement that is fair and robust, and will greatly assist in driving the success of [the company] in the future."*
- *"Shona showed great sensitivity when adapting the process for my clients' additional needs."*
- *"I highly recommend Shona as a strong mediator. She is bright and engaging and helped facilitate a successful outcome for both parties."*
- *"Thanks for your time – a tricky process for all concerned. You handled it well and with great sensitivity."*
- *"We are very appreciative of the space you created for discussion"*
- *"We would have been lost without you. We would recommend you 100%".*
- *"Having you at the helm, a bastion of calm at the centre of this, has been hugely beneficial".*

Professional Skills

Shona qualified as a lawyer in the US in 2005 and as a solicitor for England & Wales in 2010. Her LLB (with Honours) is from Glasgow University and her LLM from Columbia University, NYC, for which she obtained two scholarships (The Rankin-Stone and The St Andrews Society of the State of New York).

Shona qualified at Freshfields Bruckhaus Deringer LLP, working in the corporate and litigation departments, where she also undertook a secondment to the London Organising Committee for the Olympic and Paralympic Games working within the Intellectual Property team. She then specialised in human rights law, working at Amnesty International, the Howard League for Penal Reform, Hickman & Rose LLP and INQUEST where she advised on numerous high-profile deaths.

Qualifications

- 2003: LLB.Hons. Glasgow University
- 2005: LLM. Columbia Law School, NYC
- 2005: Attorney for New York and US Multi-State Bar
- 2010: Solicitor for England & Wales
- 2017: CEDR Accredited Civil and Commercial Mediator
- 2018: Community Mediation Training
- 2020: SEND Mediation Training
- 2021: CEDR Workplace Conversion



Memberships

- The American Bar Association
- The Law Society
- Civil Mediation Council
- Scottish Mediation

Panels

- CEDR ADR Officials – Conciliators & Adjudicators
- CEDR Civil & Commercial Panel
- Prime Mediation

Other Dispute Experience

Shona facilitated numerous high-profile reviews for state bodies including the Independent Office for Police Conduct, European Human Rights Commission and the Care Quality Commission.

She provides coaching and negotiation strategy consultation for professionals, assisting in obtaining promotions, negotiating employment contracts and exit packages. She provides regular mediation training workshops for Ten Years' Time, an organisation promoting equitable philanthropy and diversity in the grant giving industry.

Shona provides mediation services for Scottish Mediation's Workplace and Third Sector Civil/Commercial panels as well as low-cost mediation services for the CMC and Scottish Mediation's Fixed Fee Schemes. She offers pro bono mediation for the Royal Courts of Justice Mediation Project and Tower Hamlets Mediation Project. She is a signatory to the World Mediators Alliance on Climate Change (WoMACC) Green Pledge. She judged the Columbia Law School Harlan Fiske Stone Moot Court 2022.