



Jacqueline Greenlees B.Ed., MBA, MA., MSc, FCMI, MSoM, CMC

Professional Mediator | Civil & Commercial Disputes | Workplace | SEND

Jacqueline is an experienced mediator who has a remarkable breadth of experience, a passion for working with people, and a career rooted in helping people navigate complex cases, with a high-resolution rate in over 300+ mediations. Specialising in education and sport at the local, national, and international level, she has also mediated in the vet industry and has experience of contract management in the public and private sector.

As a professional civil, commercial and workplace mediator, she brings a broad and inclusive approach to conflict resolution—one that balances professionalism, empathy, and a deep understanding of the complexities people face. Even where settlements are not reached, participants provide positive feedback on the process, highlighting the clarity, neutrality, and professionalism she brings to each case.

What clients say:

‘Greatly appreciate your help..great communication and very helpful indeed’

‘Jacqueline helped us sort out and reach an end to a dispute within 6 days and I had been trying for two and a half months.’

‘Jacqueline is able to bring closure to a dispute.....when neither party can agree, especially when emotions are raw.’

‘Thank you so much for your help....I was really at wits end when someone recommended mediation....to have the whole ordeal resolved and finalised in such a short time was like a miracle. I am so very grateful.’

‘Jacqui was very engaging and listened carefully. She understood what I was saying and accurately reflected this.’

‘was able to put me at ease, was very professional and I felt it was a fair and impartial service leading to a resolution for us and the other party.’

‘very understanding and impartial’ ‘ kind and compassionate and patient and helped me get to a suitable outcome.’ ‘patience and professionalism.’

‘very professional service. Listened without judgement to our issues. Positive outcome for us would highly recommend.’

‘Excellent, professional service even though we did not reach the expected outcome.’