

Carolyn Jones

Civil & Commercial and Online Mediator



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Practice Overview

Carolyn is a full time mediator, having been a partner and solicitor in private practice with over 25 years experience. Trained as a commercial and banking litigator, Carolyn specialised in corporate and personal insolvency matters from 1996, working with a wide variety of clients.

Having advised on transactions, disputes and complex advisory work for many clients in crisis, Carolyn firmly believes that there is no problem so challenging that people cannot find a way to overcome it.

Professional Background

Carolyn qualified in 1992. She spent much of her early career in the Courts, conducting much of her own advocacy. She trained at Jaques & Lewis and joined Eversheds on their merger. She took an active role and interest in that firm's early adoption of ADR. She joined Matthew Arnold & Baldwin as a partner in 2005, where she later became head of a substantial insolvency team, an equity partner, one of the firm's operational board members and the firm's London office managing partner. Most recently she was a partner in Dentons UKMEA LLP.

Endorsements

"We worked with Carolyn on a particularly difficult mediation which involved multiple parties with, historically, very entrenched positions. Her approach throughout was calm and thoroughly professional, and her engagement with all parties was highly effective. On this matter, her significant experience with insolvency matters was also of great assistance. I would have no hesitation in recommending her and we will certainly be looking to work with her again." London Contentious Insolvency Partner

"It was a very difficult mediation and one which (in my opinion) we only got over the line thanks to Carolyn's guidance." Solicitor, Boyes Turner LLP

"I am grateful for the patience, diligence, consideration and tact which you displayed during the mediation, particularly towards [my client] in what has been very troubled waters ... Thank you for your efforts once again." Respondent's Lawyer

"Your approach greatly assisted in conveying our side's view and perspective during the course of the day. Clearly, having your specialist background to the IA 1986, etc. was very helpful [including] some of the suggestions you put to our client, e.g. [redacted example given here]. Your approach was nicely measured and diplomatic and well able to deal with the challenges of client sentiments..... I am also sure our clients, as well as [our] team, would be delighted to be able to work with you again in the future." Solicitor for claimant officeholder - lead insolvency partner, top City and International law firm.

"I acted for the officeholder in a recent case which Carolyn mediated for us and everyone on our side was impressed and pleased with her performance. She was known to me from her time (and excellent reputation) as



a former insolvency solicitor and I thought her experience was brought to bear very well - and appropriately - in her role as mediator. The case settled some time after the actual mediation day but unquestionably as a result of the mediation and Carolyn's further assistance afterwards, which went well beyond the call. A great service, provided for a very fair cost." Senior Litigation Manager - London

"Carolyn through sheer dogged determination and careful handling of the parties managed to achieve a settlement in circumstances which at many points both prior to the mediation and at the mediation looked impossible. Definitely has my thumbs up when selecting a mediator" Andrew Garland - Partner

"I recommended Carolyn's appointment on my recent mediation because we needed a mediator with a calm head, who could cut a path through what had been (up to that point) a highly-charged dispute towards a sensible settlement. I only told her this after the event but she absolutely delivered. She adopted a highly professional but also practical and adaptable approach, and I will certainly recommend her again." Contentious Insolvency Partner - South East

Carolyn Jones at the ADR Group is "very capable, flexible and willing to go the extra mile". Legal 500, 2022.

Carolyn has featured as a Leader in Field for many years, both in Chambers and Legal 500. Noted as "one of the most client-centred lawyers I have ever come across" and for being "tenacious and extremely able", Carolyn has built a wide network and a strong profile in her industry and is widely regarded as being both well liked and well respected in equal measure.

"I found Carolyn to be a very competent mediator. She was personable engaging with both parties in order to understand their respective positions. She had a full grasp of the claim and worked with both parties to achieve an outcome which worked for both parties. Needless to say, I wouldn't have any hesitation in using Carolyn for any further mediations or recommending her to anyone else at my firm." - Solicitor

Other Experience

Carolyn is a member of R3, the insolvency trade association, a company board director and a mentor. She brings extensive practical and people management experience to her mediation practice.

Carolyn is an accredited and experienced online mediator.

Areas of Specialism

Banking
Bankruptcy
Commercial
Company
Contract
Insolvency