AMIE COUSINS
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STRATEGIES FOR
POWER IMBALANCES
CASE STUDY: FINANCIAL
OMBUDSMAN SERVICE

Power imbalances are often unavoidable and FOS has developed strategies for dealing with these situations. Amie Cousins’ presentation will examine:

- theories of power in mediation;
- the position of the mediator within that picture;
- issues over terms like ‘neutrality’;
- ethics of mediator intervention.

The presentation will also detail practices and interventions used at FOS, including case studies, and touch on the benefits and drawbacks of teleconferencing.

Amie Cousins has worked as a member and then manager of the Financial Ombudsman Service Conciliation Team since January 2007. Her team is responsible for conciliating complex disputes across a varied field, including financial planning, stockbroking, insurance and managed investments. Amie has law and arts degrees, a Masters in Dispute Resolution, and is a nationally accredited mediator, providing mediation training and coaching regularly within FOS and to the financial services industry. She also provides dispute resolution, communication and complaints handling training to members of the financial services industry.