



Strategic Deputising

Calm, structured representation when pressure is high

Cosil Solutions Ltd

Civil and Commercial Mediation | Strategic Dispute Consultancy

What Strategic Deputising Means

Strategic deputising is about stepping in to manage communication, process, and progression on your behalf when direct involvement has become counterproductive.

Disputes and complaints can reach a point where continued direct engagement makes things worse, not better. Emotions are heightened, positions are entrenched, and every communication carries risk. In these situations the danger is not just further escalation, but missteps that carry lasting consequences for relationships, reputation, and legal exposure.

Cosil Solutions provides calm, structured representation within agreed boundaries. We manage the process so you retain control without bearing the full weight of direct engagement.

Who This Is For

Strategic deputising is most relevant where a matter has developed to a point that makes direct handling difficult. It supports:

- Landlords, property managers, and housing providers managing escalated complaints
 - Banks, lenders, and financial institutions dealing with complex customer disputes
 - Organisations where internal teams are stretched, too close to the issue, or at risk of inconsistency
 - Employers and senior decision-makers managing sensitive workplace matters
 - Boards and operational teams under regulatory or reputational pressure
 - Individuals who feel overwhelmed or exposed and need a measured, experienced hand
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When Deputising Is the Right Intervention

The decision to bring in a deputising representative is usually reached when one or more of the following is true:

- Communication has broken down or become confrontational and is unlikely to improve through direct contact
- The dispute is escalating and the current approach is not producing resolution
- Internal handling has created inconsistency, gaps in the audit trail, or procedural risk
- The emotional load on internal teams is affecting the quality of decision-making
- There is a real and present risk of regulatory breach, reputational damage, or legal exposure

Deputising is not a last resort. It is a considered, proportionate response to a situation that has become genuinely difficult to manage internally.

How It Works in Practice

We agree clear scope, authority, and boundaries at the outset. Nothing is done without your knowledge and nothing falls outside the agreed parameters.

Depending on the situation, our role may include:

- Managing all written correspondence and responses on your behalf
- Acting as the primary point of contact between all parties
- Ensuring process compliance, procedural consistency, and timeline management
- Maintaining a clear, contemporaneous record and audit trail throughout
- Reducing the emotional and operational load on your internal team

We do not replace your legal advisers or take decisions that are yours to make. We manage process, communication, and progression so that your decisions are better informed and your exposure is reduced.

Working Alongside Your Legal and Professional Teams

Strategic deputising is designed to integrate cleanly with in-house legal teams, external solicitors, compliance and risk functions, and senior leadership. We align everything we do with the legal advice you are receiving, the policies you operate under, and the regulatory expectations that apply to your sector.

We do not cut across legal strategy. We support its execution and fill the gap between advice and action.

How Deputising Works with the Other Cosil Pillars

Deputising rarely operates in isolation. It is most effective when combined with the other elements of Cosil Solutions' support, all of which are underpinned by the R.E.S.O.L.V.E.™ framework, our proprietary methodology for moving disputes from uncertainty to resolution.

- Alongside consultancy: to manage risk, strategy, and execution simultaneously
 - Before mediation: to stabilise communication and prepare both parties for structured dialogue
 - During mediation: to manage preparation, logistics, and follow-through
 - After mediation: to support implementation of what has been agreed and prevent drift
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Outcomes We Focus On

Effective deputising produces measurable stability. The dispute stops getting worse. Communication becomes controlled and consistent. The audit trail is clean. Decision-makers have the space and information they need to act confidently. Relationships and reputation are protected.

We measure success by the quality of conditions we create for resolution, not just the outcome of any single exchange.

Is This the Right Step for You

You may be at the point where deputising makes sense if you find yourself thinking:

“We need someone to handle this calmly and consistently.”

“Direct contact is making things worse, not better.”

“We need to create some distance without losing control of the situation.”

“This needs careful handling and we do not have the capacity to do it properly right now.”

If any of those feel familiar, a deputising readiness discussion is a useful next step.

Deputising Readiness Discussion

We offer a confidential readiness discussion for organisations and individuals considering deputising. This is a working conversation focused on the current stage and nature of the dispute, the specific communication risks and pressure points, what scope and authority would be appropriate, and whether deputising is the right intervention at this stage.

We take a limited number of engagements at any one time to maintain proper focus and quality.

Important Notices

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The R.E.S.O.L.V.E.™ name and framework are proprietary. Licensing arrangements are available for organisations wishing to implement the framework internally. Please contact us for details.

This Document Does Not Constitute Legal Advice

The content of this guide is provided for informational and educational purposes only. It reflects the professional experience and practice of Cosil Solutions Ltd in the field of civil and commercial mediation and dispute consultancy.

Nothing in this document should be construed as legal advice, nor does it create any legal or professional obligation on the part of Cosil Solutions Ltd or the reader. Individuals and organisations dealing with disputes are strongly encouraged to obtain independent legal advice appropriate to their specific circumstances.

Professional Status

Cosil Solutions Ltd is a civil and commercial mediation and strategic consultancy practice. It provides mediation, dispute consultancy, and strategic dispute support services.

Cosil Solutions Ltd does not provide legal advice or legal representation. Clients requiring legal advice in connection with any dispute or complaint are encouraged to seek independent legal counsel appropriate to their specific circumstances.

Cosil Solutions Ltd is registered with the Information Commissioner's Office (ICO) and holds professional indemnity insurance.

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Where this guide is made available as a public download, readers are reminded that any engagement with Cosil Solutions Ltd, including initial consultations and readiness discussions, is conducted on a confidential basis. Information shared with us is not disclosed to third parties without consent, except where required by law.

Our Commitment to Responsible Practice

Cosil Solutions Ltd is committed to operating as a responsible, proportionate practice. We are a low-footprint, digitally delivered business. We minimise unnecessary resource use in how we work and how we deliver our services.

Our approach to dispute resolution is itself grounded in proportionality; we support outcomes that avoid unnecessary escalation, wasted resource, and avoidable cost. We consider this a reflection of responsible professional conduct as much as good practice.

We are committed to reviewing and improving our approach to responsible practice on an ongoing basis.

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