
WIPO LIST OF NEUTRALS

BIOGRAPHICAL DATA

Nial VIVIAN
Crown Servant
Manchester
United Kingdom



Nationality: English/Irish

EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS

Master of Science (MSc), Dispute Resolution, Queen Margaret University, 2015 – 2020;
(Grade: Distinction)
Graduate Diploma, Policing, The University of Huddersfield, 2019 – 2021;
(Grade: Merit)
PGCert, Professional and Higher Education, Queen Margaret University, 2016 – 2019;
BA (EU), History/Politics, University of Leicester, 2006 – 2010.
(Grade: 2.1)

LANGUAGES

English

PRESENT POSITION

Crown Servant, since July 2019.

PROFESSIONAL EXPERIENCE BEFORE PRESENT POSITION

Lecturer in Dispute Resolution, Queen Margaret University, Edinburgh, August 2016 – April 2019.
Edinburgh;
- Research across private and public sector Ombudsman Schemes, and local authority complaint handling;
- Developed and delivered teaching and CPD for professionals, undergraduates, and postgraduates, face to face and online, across the topics of negotiation, ombuds techniques, and customer experience;
- Prepared research, teaching, and consultancy contract bids, as well as responding to public consultations
- Elected as divisional representative to the University Senate;

June 10, 2026

-
- Elected branch Equality and Diversity Officer, Universities and Colleges Union;
 - Member of the University Equality and Diversity Committee.

Investigation Officer, Ombudsman Services, (three years), Warrington, England, United Kingdom
September 2014 – Aug 2016.

- Investigating complaints about energy companies to conclusion;
- Applying relevant industry standards and law to evidence decisions;
- Awarding redress or instructing action in accordance with industry standards, law and internal guidelines;
- Conducting industry-leading telephone conciliation;
- Developing process, policy and guidance for new sectors.

Executive Assistant, September 2013 – September 2014.

- Providing Executive support, primarily for the CEO, including:
- Secretary to the Board, Executive and ombudsmen;
- Managing the CEO's correspondence;
- Drafting speeches, reports, presentations and papers;
- Attending meetings alongside or on behalf of the CEO;
- Devising, preparing, running and writing a report on a staff consultation;
- Researching, drafting and developing the Corporate Strategy;
- Ensuring the two-way flow of information from the business to the Executive and Board;

Also a member of the employee representation group.

Specialist Case Handler, Momenta Holdings Limited, Manchester Area, United Kingdom April 2013 – August 2013.

- Handling complaints that have been referred to the FOS for a major high-street bank.

Case Handler, Capita, July 2012 – April 2013.

Investigating and resolving a variety of complaints for major high-street banks.

AREAS OF SPECIALIZATION

Criminal Law
Consumer Law

EXPERIENCE IN INTELLECTUAL PROPERTY

Nominet expert since 2019

EXPERIENCE WITH RESPECT TO DOMAIN NAMES

Nominet expert since 2019

MAJOR PUBLICATIONS

Lead Author, Review of post-company complaints handling processes in the Water sector in England and Wales, October 2018;

Co-Author, On track for first-tier complaint handling, October 2018;

Confusion, gaps, and overlaps: A consumer perspective on alternative dispute resolution between consumers and businesses, April 2017;

Participation as a Framework for Analyzing Consumers' Experiences of Alternative Dispute Resolution (ADR), May 2020;

The Managerial Ombudsman, February 2020.

EXPERIENCE IN COURT LITIGATION

Has worked gathering evidence, conducting interviews, and preparing files for prosecuting agencies since 2019. This has included preparation of civil and criminal orders, and presenting evidence in court as required.

EXPERIENCE AND PROFESSIONAL TRAINING IN ARBITRATION

A Nominet expert since 2019, as well as having worked across Ombudsman, complaint handling, and crown functions since 2012 carrying out various types of Ombuds processes, arbitration, adjudication, mediation, and other types of informal resolution including shuttle negotiation and mediation, as befit the specific type of dispute been dealt with at the time.

Spent three years as an academic in Dispute Resolution carrying out research in the field, teaching professionals and postgraduates, as well as lecturing in Consumer Law to undergraduates.

EXPERIENCE IN MEDIATION

As above

PROFESSIONAL TRAINING IN MEDIATION

Certificate of Competence in Mediation Practice
