

Commercial Dispute Assessment & Case Review

Structured dispute support. Fixed-fee clarity.

OSM Solutions Ltd
Strategic legal clarity for business leaders.
Date: 2025

Clarity is the First Casualty of Conflict

Key questions decision-makers must address before escalation

What decision actually needs to be made right now?

What risk is being created by delay or informality?

Has this issue shifted from a people matter to a legal one?

What options remain open if the situation escalates?

Who owns the decision, and is it documented clearly?

The High Cost of Ambiguity

Most disputes become costly because clarity comes too late.

Delay & Avoidance
Delaying action allows risk to compound.

Informal Conversations
Replacing clear decisions with chats, creating ambiguity.



Poor Management
Lack of procedural rigour in exits or disciplinary steps.

Inconsistency
Inconsistent treatment exposes the business to unfairness claims.

The Spiral of Escalation

Key Insight
Early legal judgement preserves options, reduces risk, and protects management time.

Operating at the Intersection of Risk and Resolution.

**We are not a law firm.
We are a dispute
solution partner.**

NOT:

A traditional law firm
charging hourly rates for
open-ended conflict.



IS:

A provider of structured
support, early assessment,
and proportionate resolution.

We engage where disputes require structure, commercial judgement,
and cost control without defaulting to litigation.

A Disciplined Operating Model.

Structured assessment. Proportional response. Fixed-fee certainty.



1. Fixed-Fee Certainty

Clear scope agreed in advance.
No hourly billing surprises.



2. Evidence-Led Process

Structured assessment, preparation,
and case strategy based on facts,
not assumptions.



3. Mediation-First Resolution

Seeking commercial resolution
before formal escalation. We
prioritise containment.



4. Solicitor-Integrated Support

Regulated legal support is
coordinated and integrated only
where strictly required.

The Path to Resolution.

A linear, outcome-focused process designed to de-risk commercial conflict.



Professional Boundaries & Standards.

Ensuring continuity, compliance, and clarity of roles.

The Regulatory Stance

OSM Solutions Ltd is not a law firm and does not carry out reserved legal activities.

The Integrated Model

Our services support assessment, preparation, and proportionate dispute handling. We do not replace regulated legal professionals; we work alongside them.

The Safety Valve Diagram.



Benefit: This avoids unnecessary escalation while ensuring matters are handled with appropriate care.

Commercial & Contract Risk Support

Resolving breakdowns in business relationships.

Scope of Support

- Unpaid invoices and commercial payment disputes.
- Contractual disagreements and performance issues.
- Lease negotiations and supplier disputes.

Approach: We empower leaders with coaching on communication and decision-making, aiming for commercial resolution before formal proceedings.



Reputational Exposure & Consumer Disputes.

Managing external risks and third-party claims.

Scope of Support

- Customer complaints and reputational exposure management.
- Insurer-facing disputes and claims-related issues.
- Disputes with holiday companies or third parties (for Private Clients).

Strategy: Managing reputational exposure as part of a wider resolution strategy, ensuring the response is proportionate to the threat.

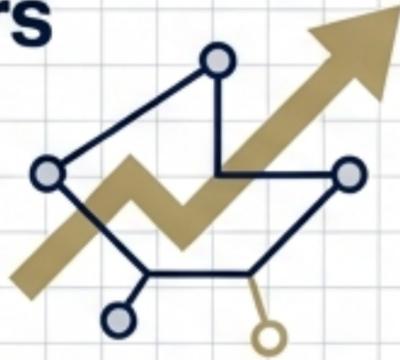


Partners in Commercial Stability

Who we help and support

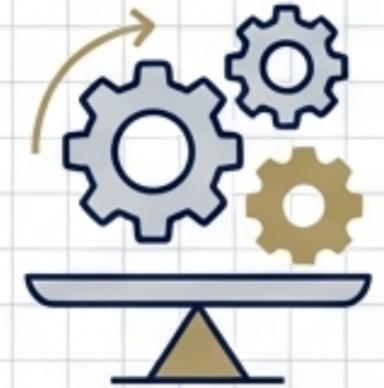
Startups & Entrepreneurs

Guiding you through growth complexities and protecting interests from the start.



Local Businesses

Practical support for everyday challenges to keep operations running.



Growing SMEs

Strategic advice and risk management as you scale and face bigger challenges.



Private Clients

Navigating disputes with insurers and third parties to protect individual rights.



Geography: Based in Scotland, supporting clients across the UK (including Glasgow and Edinburgh).

Why Businesses Choose OSM Solutions.

Clarity, structure, and cost control.



Fixed Fees: Agreed in advance with defined scope.



Commercially Grounded: Focused on outcomes, not litigation-driven.



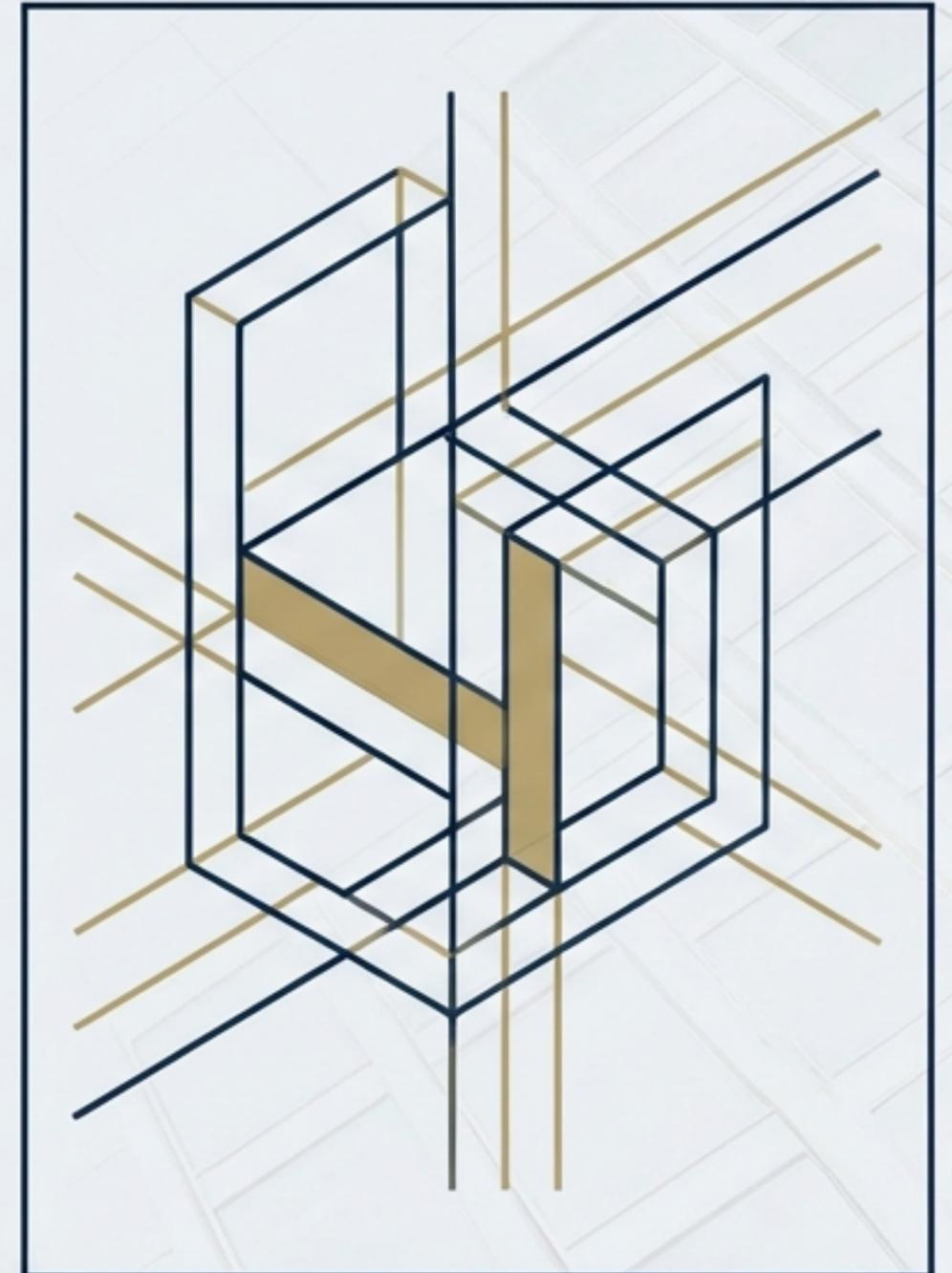
Evidence-Led: A procedurally disciplined approach to facts.



Plain English: Clear advice and decision points without jargon.



Strategic Oversight: Solicitor escalation managed only where required.



Take the Next Step with Clarity.

Confidential case assessments with fixed-fee proposals.

**If you are facing a dispute or
need structured support, start
with an assessment.**

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You've Found Us. Now Let's Get to Work.