

RETAIL EXPERT WITNESS

Case Studies & Examples of Previous Work

The examples below illustrate Clare Bailey's retail and commercial expertise in complex matters. Case details are summarised for review and should be approved for accuracy and publication before use.

01 | Post Office Horizon compensation work

Clare was appointed as a retail expert on an independent panel supporting the Post Office Horizon Group Litigation Order (GLO) Compensation Scheme. She is also involved in the Horizon Convictions Redress Scheme alternative dispute resolution (ADR) process.

Her contribution involved bringing practical retail and business understanding to assessments, working alongside legal professionals, forensic accountants and other experts. This work required consideration of the operational and commercial context relevant to individual cases.

02 | Public liability claim involving a retailer

Clare was instructed in an anonymised public liability matter involving substantial potential financial exposure to an insurer, which could have run to of millions. Her work involved approximately 40 hours of research, evidence gathering and analysis, including consideration of evidence from other retailers and collaboration with packaging experts.

The report Clare provided to the lawyers representing the retailer's insurer supported the conclusion that the retailer was not negligent and had followed standard industry practice. The insurer succeeded and the claim was dropped.

03 | Brand and retailer pricing dispute

Clare provided retail and commercial input in a dispute concerning a brand selling directly to consumers at prices that undercut its retail partner. The matter involved recommended retail pricing, trading expectations, and the commercial relationship between the parties.

The terms of business required the retailer stocking the brand's product to adhere to RRP. The brand then sold direct to consumer at discounted prices, causing the retailer to lose margin due to a drop in sales as well as creating an inventory issue. When presented with the findings the brand was required to pay compensation relating to the lost sales and the value of remaining stock, due to the brand's activities being competitive with the retailer and contrary to their trading agreement.

About Clare Bailey

Clare Bailey is the founder of The Retail Champion, a retail expert, high street advocate and media commentator. Her previous roles include work with Marks & Spencer, SAP, Accenture and Argos. Since 2006, she has worked as a retail adviser, speaker and commentator, bringing practical industry knowledge to commercial and business issues.