
Legal Ombudsman Press Release

Interim Chief Ombudsman announced

Kathryn King has been appointed to the role of Interim Chief Legal Ombudsman.

With more than 10 years' experience in complaint-handling organisations, Kathryn has a strong background in leading and delivering service, process and cultural change to transform the customer experience.

Kathryn is currently the Legal Ombudsman's Head of Customer Experience. Prior to joining LeO she was Head of Policy and Research at the Local Government Ombudsman, where she advised on policy, strategy and external positioning, as well as leading on knowledge, business transformation, and customer research programmes; and Assistant Adjudicator at the Office of the Independent Adjudicator for Higher Education, where she resolved complex ombudsman complaints and established a new approach to knowledge management.

Chair of the board, Steve Green, said: "Kathryn has demonstrated her insight, knowledge and analysis of the Legal Ombudsman's current situation and challenges. She also has a wide range of experience from other ombudsman schemes and employers and is keen to learn and make a difference to the organisation.

"Together with the previous appointment of Ian Brack as Interim Chief Executive we now have a strong management team in place. Our aim is to make decisions in the Spring about our future long term leadership structure."

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Notes for Editors

1. The Legal Ombudsman is free for consumers who wish to complain about their legal service provider or claims management company. They can contact the Legal Ombudsman on 0300 555 0333 or email

enquiries@legalombudsman.org.uk.

2. The Legal Ombudsman for England and Wales was set up by the Office for Legal Complaints (our Board) under the Legal Services Act 2007. We are independent and impartial. This means that when we receive complaints, we will look at the facts in each case and weigh-up both sides of the story. We are not consumer champions or part of the legal profession, and we are also independent of Government. There is no cost to the taxpayer.
3. Join the Legal Ombudsman's LinkedIn group page 'LeO News' for discussion and news http://www.linkedin.com/groups?gid=4468845&trk=hb_side_g.