Financial Ombudsman Service

from **Liam Coleman**
Interim Chair

write to **Financial Ombudsman Service**
Exchange Tower
London
E14 9SR

Dame Meg Hillier MP
Chair of the Treasury Select Committee
House of Commons

By email only

20 July 2026

Dear Dame Meg,

I am writing to formally confirm the outcome of the recruitment process of the permanent appointments of the Chief Executive Officer and Chief Ombudsman at the Financial Ombudsman Service.

As the Treasury Select Committee is aware, in February 2025 Jenny Simmonds and James Dipple-Johnstone were appointed to the roles of Chief Executive Officer and Chief Ombudsman, respectively, on an interim basis, while the Board considered the long-term leadership structure.

Over the past 18 months, the organisation has made significant progress, including improvements to staff engagement scores, operational effectiveness and timeliness targets, and increased resolution of complex cases, including those that have remained with the service for the longest period. We have also worked with HM Treasury and the Financial Conduct Authority ('FCA') on reforms to our service and have started to implement changes, as appropriate.

While the appointment of Executive Directors is ultimately a decision for the Financial Ombudsman Service's Board, we have engaged with the FCA as part of their oversight role and HM Treasury. We were grateful for the participation of Anita Kimber, Chair of the FCA Oversight Committee and Catherine McCloskey from HM Treasury on the interview panel for the roles.

Following an open recruitment process, conducted in partnership with GatenbySanderson, I am pleased to confirm that Jenny Simmonds and James Dipple-Johnstone have been appointed as the permanent Chief Executive Office and Chief Ombudsman respectively, with effect from 27 July 2026. Throughout their interim appointments they have demonstrated strong and complementary leadership, bringing distinct expertise to their respective roles while working effectively together. The Board is confident that they will continue to lead the organisation successfully through its next phase of transformation.

The appointments were shared with the FCA Oversight Committee on 15 July, who expressed their support, and were subsequently approved by the Board of the Financial Ombudsman Service at the Nomination Committee, also held on 15 July.

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The delivery of the modernising redress reforms remains a key priority as the Financial Ombudsman Service undertakes the most significant transformation in its 25-year history. The Board and I are confident that these appointments provide the leadership required to successfully deliver these key changes and position the organisation to continue serving our customers effectively in the future.

The Chief Executive Officer and Chief Ombudsman will join the Chair of the Financial Ombudsman Service at future evidence sessions and meetings with the Treasury Select Committee, where invited. We will continue to engage with the Treasury Select Committee between sessions and would be happy to arrange any meetings with James and Jenny to explain our work and priorities.

With best wishes,

Liam Coleman
Interim Chair