

Complaints Panel Members 2025

Geoffrey Crill - Chair (reappointed until 31st March 2027)

Geoffrey Crill is a retired Solicitor of the Royal Court of Jersey. He attended Victoria College in Jersey and has been a Solicitor of the Royal Court of Jersey since 1977. Mr. Crill began his legal career as a Conveyancing Assistant at Crill, Cubitt-Sowden and Tomes in 1967. In 1977 he became a Solicitor in Crill, Cubitt-Sowden and Tomes, and in 1979 became a Partner at Crill, Cubitt-Sowden and Tomes (latterly Crills). In 1992 he became a Senior Partner in Crill Canavan Solicitors and Advocates, until 2009, when he retired from practice.

From 2004–2010 he was a Trustee of the Jersey Heritage Trust, and in 2010 a member of the Carswell Review Panel (appointed by the States of Jersey to review the role of the Bailiff and other Crown Officers in Jersey).

Mr. Crill has previously been a member of Solicitors' Disciplinary Tribunal and Honorary Secretary of the Chambre des Écrivains (governing body of the Solicitors of the Royal Court of Jersey). Having joined as Deputy Chair in December 2014, Mr. Crill has been the Chair of the Complaints Panel since 17th July 2015.

Stuart Catchpole K.C. - Deputy Chair (reappointed until 31st March 2027)

Stuart Catchpole K.C. has a wealth of knowledge and experience in legal practice covering a wide range of domestic and international tribunals, including the House of Lords, Supreme Court, Court of Appeal and different divisions of the High Court in the United Kingdom together with domestic and international arbitrations (institutional and ad hoc) both as Counsel and as Arbitrator. Mr. Catchpole attended Colchester Royal Grammar School and graduated from Durham University with a BA Hons in Law, First Class (ranked 1st in year) in 1986. He obtained the Maxwell Law Prize also in 1986 and was called to the Bar in 1988. Mr. Catchpole is a leading silk in international Arbitration, Construction, Professional Negligence, Commercial Litigation, Energy and Natural Resources and insurance and Re-insurance by Chambers & Partners and the Legal 500 and is consistently recognised as a leading silk in Construction law and Professional Negligence in the 'Legal Experts' publications. Mr. Catchpole was one of six silks shortlisted for Barrister of the Year at 'The Lawyer' Awards in 2008, 2009, 2011 and 2012. He was awarded the Construction Silk of the Year in 2008 at the Chambers & Partners Awards and was one of three silks shortlisted for the same in 2008, 2009 and 2010.

Mr. Catchpole was appointed to the Treasury Supplemental Panel (Common Law) in 1992; Attorney General B Panel 1998; Attorney General A Panel 1999; Part time Legal Member of the Proscribed Organisations Appeal Commission (one of 5 in the UK) to hear appeals under the UK Terrorism Act 2000-2001; Recorder in 2004; Governing Barrister Bencher of the Honourable Society of the Inner Temple 2008 and Deputy High Court Judge (England and Wales) in 2010.

Professionally Mr. Catchpole has advised and acted on behalf of clients in relation to nearly all forms of dispute resolution procedures. In addition to acting as Counsel, he currently acts as an international arbitrator and mediator. Most of his domestic cases and a proportion of his international cases involve mediations, early neutral evaluations, dispute boards or some other form of ADR. Stuart is a CEDR qualified mediator and a TecBar qualified adjudicator. Prior to moving to Jersey from London in 2012, Stuart sat as Deputy High Court Judge (in both the Administrative Court and Queen's Bench Division), a Crown Court Recorder (in criminal cases) and was a part-time member of the Proscribed Organisations Appeals Commission which hears appeals against the designation by the UK of organisations as terrorist organisations.

He has been Deputy Chair of the Complaints Panel since 2015.

Mrs Susan Cuming (reappointed until September 2026)

Mrs Cuming retired from her employment in the Civil Service in 2015, after 32 years' service, mostly working in human resources. She was educated in Harrow, England and went on to obtain a Diploma in Illustration from Harrow College. She worked as a freelance illustrator for several years then began a career working in administration and junior management in two UK hospitals.

Mrs Cuming moved to Jersey in 1983 and in that year continued her health service career at the Jersey General Hospital. In 1987 she began her career in human resources management. Having gained a professional qualification in human resources in 1993, she was later awarded the Chartered Fellow level of membership by the Chartered Institute of Personnel and Development. Over her employment with The States of Jersey, Mrs Cuming worked in both Health and Social Services and the Human Resources department of the Chief Minister's Departments, however she supported a considerable number of other States Departments and functions. She played an active role as a member of the Jersey CIPD branch for many years.

From 2006 until her retirement, Mrs Cuming was a Senior HR Manager. Her role entailed management of a team of HR professionals who provided HR support to managers and staff. She was a member of a number of senior management teams and involved in the public sector reform programmes, the development and implementation of HR policy and procedures, and business support to managers on HR matters. Part of her wide HR role included undertaking investigations into complaints, grievances and disciplinary matters, and she was trained by ACAS. A further responsibility was acting as Secretary to the Jersey Appointments Commission.

She has been a member of the Complaints Panel since 2017.

Gavin M. Fraser (reappointed until September 2026)

Mr. Fraser is a senior finance professional and non-executive director with 40 years' experience in investments, banking, trusts, insurance and education. Educated in London at St. Clement Danes Grammar School before going on to teach for 7 years, armed with a Bachelor of Education (Hons) Degree from London University. Whilst

there, he was married to a Jersey girl and decided to set up home in Jersey to have their now two children in 1985.

Upon arrival in Jersey, Mr. Fraser decided to re-train and join an insurance company and became the Channel Islands Head for 7 years dealing with both insurance and investments for private individuals. In 1992, he was asked to join Midland HSBC and managed a small team at the bank, becoming a Member of the Professional Financial Advisors Society. After 5 years, Mr. Fraser was asked to join local investment company Ashburton, initially to be the sole sales representative in the Channel Islands and later with connections to the parent Company the FirstRand Group, travelled extensively in South Africa, Kenya and Europe, setting up small offices in Sweden and Belgium.

Later promoted to Sales Director with responsibilities for creating teams in all the jurisdictions, he was asked to set up the company's fledgling office in Dubai, where he relocated for a 3-year spell in 2005 – 2008. He operated in Abu Dhabi, Oman, Bahrain, Qatar, Lebanon and Saudi Arabia.

After promotion to become the Global Sales Director, responsibilities included dealing with complaints, sitting on the Risk Committee, managing sales strategies and sales teams. More recently, Mr. Fraser has studied and qualified as a Non-Executive Director with the Financial Times of London gaining the FT Non-Executive Directors Diploma. (September, 2016).

He has been a member of the Complaints Panel since 2027.

Christine Blackwood (reappointed until September 2029)

Before moving to Jersey in 1993, Christine Blackwood worked with General Practitioners in North Yorkshire supporting the development of Health Promotion services in primary care. During this time, she attained a post graduate diploma in Health Promotion from Leeds Metropolitan University. Christine graduated from Leeds University with a BSc Honours in Psychology in 1984 and trained as a nurse in Edinburgh qualifying in 1979.

Christine retired from full time employment in June 2019 having worked for over 20 years in health and social care regulation for both the Government of Jersey and more recently the Jersey Care Commission. She was first appointed in 1995 as nursing and residential homes inspector and latterly held a senior manager position as Head of Professional and Care Regulation.

This role included a range of regulatory responsibilities for both health and social care services and professional registration and provided Christine with many years' experience of investigating complaints and concerns, collecting and analysing information and weighing up evidence. In addition to supervising a team of regulatory officers and managing the regulatory functions under various Laws, Christine led on the development of health and social care legislation including the Regulation of Care Law and associated Regulations.

She has been a member of the Complaints Panel since 2020.

Penny Chapman (reappointed until September 2029)

Penny Chapman is a locally born mother of 2. She trained in property management and then went on to manage a large portfolio of both residential and commercial properties for Clyde-Smith Management for 9 years, before a move to the Social Security Department where she was employed as the Administration Manager of the Training & Employment Partnership (TEP). Following the restructuring of the TEP department she took up a role at Viberts Lawyers in the Probate department.

Following the birth of her daughter in 2005, she gave up work and became a full-time parent carer. Penny has been a Trustee of Steps Charity Worldwide, working with the Special Needs Advisory Panel and Honorary Secretary of the Kennel Club of Jersey since 2018.

Penny is the Co-Founder and Chair of the local charity AllMatters Neurodiverse Jersey, a charity dedicated to promoting understanding and acceptance of Neurodiversity.

She has been a member of the Complaints Panel since 2020.

Tina Chatterley (reappointed until September 2029)

Tina Chatterley is Jersey born and spent 20 years building a career in Company and Trust Administration before retraining whilst in full time employment to become a psychotherapist and life coach. In 1999 she set up her private practice based on values and putting people before profit. She has since also qualified as a Clinical Supervisor to provide support to professionals working in mental health. Tina has supported staff and service users in many organisations and charities in the community and designed and delivered training courses in personal and professional development within the public sector focusing primarily on employability and mental health issues. Tina has a proven record of working both independently and as a part of a team. She works positively and constructively with individuals from all walks of life and of differing abilities having regard to all aspects of diversity, discrimination and equality in an objective and non-judgemental manner. Tina has been an independent member of the Fostering Panel for 5 years and was appointed as an independent member of the Performers List Appeals Panel 12 months ago. As a past Trustee of the Jersey Women's Refuge, she now provides clinical supervision to senior managers and staff in the private and public sector as well as student counsellors in training. She has been a member of the Complaints Panel since 2020.

Kerry Leadbetter (reappointed until September 2029)

Since settling in Jersey with her children, Kerry Leadbetter has worked for NatWest International, always in customer service roles. She initially worked with the investments team, moving to corporate relationship management, and for the last 3 years as a quality assessor for the centralised complaints team to ensure fair outcomes are provided and that regulatory compliance is adhered to. Her role allows her to improve service by way of providing feedback on the root cause and to the service provider.

Kerry's complaints insight has allowed her to restructure the way complaints are handled by the bank to improve the customer's experience, resulting in customers receiving quicker responses and much more engagement with the bank during the complaint handling process. Prior to relocating to Jersey Kerry specialised in customer retention for HomeServe UK, a nationwide household utility insurer. She has been a member of the Complaints Panel since 2020.

Damian Warman (reappointed until September 2029)

Damian Warman has lived in Jersey since 2011, having come to Jersey in his role as a Director with Waitrose and Partners. He studied at Southampton College and Portsmouth University and has had Leadership positions over the last 30 years in Retail, Travel & Tourism, Hospitality and Business Consultancy. He is an active member of the community and gets involved in charitable events, was previously a member of the Lions Club and continues to invest his time in OFR, a charitable motorsport club, and GOSH. Over the years, he has gained experience of disciplinary, grievance and general complaint hearings as well as tribunals. As an ex-retailer, public servant and business owner, he has a passion for detail, compliance and policy; however-making things better in day-to-day life is what really motivates him. He has been a member of the Complaints Panel since 2020.

Andy Hunter – Deputy Chair (appointed until December 2027)

Educated at Victoria College Jersey, and European Business School, London, Andrew Hunter started work in the City of London for stockbroking firm Hoare Govett, then spent 9 years with Hilldown Holdings plc in various head office roles, and as a part of the senior management board.

He co-led a Management Buy Out and co-founded Argent Group Europe Limited. Whilst at Argent Group Europe, he founded Argent Energy Limited, which has today become Europe's leading waste to energy biofuel operation, now owned by one of the largest UK private companies, John Swire and Sons Limited ('Swire').

He has experience gained over 30 years, managing, financing, operating and being chair of companies in several industry sectors including the renewables, food, animal by products, animal skin processing and leather tanning, printing, construction and property development industries in Europe, North America and Australia.

Through various roles he has experience of Internal Audit and Monopoly and Merger Committee enquiries on behalf of Hilldown Holdings plc and has worked with government agencies in the UK, Channel Islands, New Zealand and European Union.

He has been a member of the Complaints Panel since 2020.

Aneesa Ahmed (appointed until December 2027)

Aneesa is a qualified South African lawyer and experienced compliance professional with a robust background in regulatory compliance, governance, and dispute resolution. Over her career, she has developed a strong ability to interpret complex legal frameworks and deliver impartial, well-reasoned decisions in high-pressure environments.

Aneesa's legal training and professional expertise have enabled her to excel in roles requiring meticulous analysis of regulations and policies, as well as the fair application of these standards. She brings a track record of fostering accountability, transparency, and trust through the resolution of regulatory and procedural complaints. She is well-versed in engaging with diverse stakeholders, mediating disputes, and delivering outcomes that uphold integrity and fairness.

Having managed compliance programs and advised on governance matters across various sectors, Aneesa has cultivated the skills necessary to assess cases objectively and balance competing interests. Her experience includes preparing and responding to regulatory reviews, conducting detailed investigations, and maintaining open and professional communication with regulatory bodies.

She is passionate about public service and contributing to the delivery of justice and accountability. Her goal is to bring my legal expertise, critical thinking skills, and commitment to fairness to the Jersey States Complaints Panel. In this role, she aims to ensure that all parties receive equitable treatment and that decisions are made in line with established laws and principles of good governance.

With a strong ethical foundation, sound judgment, and a collaborative approach, Aneesa is confident in her ability to serve as an impartial and effective panel member, contributing to the resolution of complex complaints while safeguarding public trust.

Carola Breusch (appointed until December 2027)

Carola Breusch is German by nationality but has been resident in Jersey for more than 25 years and held various director and other senior positions in Jersey's Finance industry.

She has a law degree and a degree in business administration and is a fully qualified German solicitor/advocate.

In Germany she started out as a corporate and commercial lawyer before moving to the federal government agency in charge of the privatisation of all Eastern Germany state owned assets after unification. Initially overseeing the privatization of companies in the steel and electronic industry, she was later appointed chief of staff / private secretary to the agency's CEO where she managed his office but also frequently had to coordinate and assist with special privatisations or failed privatisations including liaison with the various stakeholders like local governments and trade unions. From there she moved to one of the well-known German telecoms and became head of their risk management function covering product development and collection risks across their product portfolio.

In Jersey she started out at Mourant's trust company, initially as operations director in their global employee benefit business restructuring this business to better cope with large volume administration. Later she became a director in the private funds and capital business and set up the first Mourant office in Luxembourg.

More latterly she has worked as director and Head of Funds and Corporate Services for Vistra before in 2013 becoming an independent non-executive director and chairperson. Her focus is on private equity and alternative investment funds and their investment companies in the institutional and corporate sector.

Peter Colback (appointed until December 2027)

Peter Colback has had a varied and successful career. Born on November 9th, 1966, he started his education at Victoria College, excelling in Mathematics and Physics. He later earned a BA (Hons) in Mathematics and Accountancy from the University of Canterbury and a PGCE in Mathematics Secondary School from the College of St Mark and St John in Plymouth.

Peter's professional journey began as a sailing instructor and delivery skipper with Scimitar Sailing Limited in Gibraltar. He then moved into the automotive industry, working at Colback Motors Limited in roles such as Sales Manager and Company Director, where he handled project resource management, retail marketing, staff recruitment, and database management.

He later transitioned to education, becoming a qualified teacher in Mathematics and IT. He worked as a lecturer and course leader at Highlands College, moderating coursework, coordinating subject areas, and training staff in various software applications.

In 1998, Peter entered the IT sector, taking on roles such as Office Manager at Atlantique Trust Limited and IT Manager for Support and Production at Standard Bank Offshore. He managed teams, implemented IT systems, and oversaw significant projects, including the migration of banking systems and the introduction of HelpDesk across the group.

Peter also worked in government as the IT Technical Manager for the Treasury Department of the States of Jersey, where he was responsible for the technical implementation of the World Class Financial System J D Edwards across the Island's government departments.

In 2003, Peter pursued commercial pilot training and worked as a pilot with Aviation Beauport, later Gama Aviation, until 2023. He is currently a contract pilot with Breed Aviation and runs Simplicity Limited, an IT business specializing in small business clients and database development.

Peter has also been involved in various charitable organizations, including Mission Aviation Fellowship, Jersey Evangelical Trust, Well Water Charity, and Amnesty

International Jersey and coordinates an online prayer group through Northumbria Community, shares time on the Jersey Synod and Trinity Church Advisory group.

Keen on using new technology this summary was created from the CV originally give to the panel and made with CoPilot.

Sue Harvey (appointed until December 2027)

Sue originally came to Jersey in 1976 for a 3-month work placement with Lloyds Bank to help set up a new trust company and she subsequently continued working in Jersey for the next ten years as an investment manager and managing a small team.

After taking a break from employment for four years when starting a family Sue then took on administrative and support roles in health and has worked at Jersey General Hospital, a GP practice, and as a support worker at a homeless shelter.

In 2012 Sue Harvey trained as a family mediator and since then has worked at Family Mediation Jersey helping family members resolve disputes around varying issues such as separation and divorce, inheritance disagreements, decisions around health and schooling or how to care for elderly family members. In 2017 she was asked to work as a Professional Practice Consultant for Family Mediation Jersey and her responsibilities include supervising the other mediators, providing one to one support, group supervision and encouraging and overseeing professional development and best practice.

Sue has enjoyed various volunteer roles, having been a Samaritan volunteer for 19 years which has included working at UK events and regular work at HMP La Moye supporting both inmates and staff. She has also been privileged to be selected for three Jersey Overseas Aid trips including a school building project in Uganda and on two separate occasions running a respite centre for disabled guests in Lebanon.

Sue loves to be active and spend time with her grandchildren. She belongs to various clubs including a cycling group, indoor and cold-water swimming groups and a rueda (Cuban dance) group.

Gary Martin (appointed until December 2027)

Gary Martin qualified as a Chartered Accountant in Ireland. Gary and his wife came to Jersey in 1987 with Coopers & Lybrand (now PWC) as auditors. He quickly joined the Computer Audit Team and then moved to their consultancy arm. In 1997 Gary joined Falles Motor Group as CEO. After leaving there he set up a company with a friend. This friend was a shareholder in the parent company of Jersey Pearl and asked me to join the Board where I served as CEO and Operations Director for a number of years with responsibility for operations in the UK, Canary Islands and the UK.

Following my time at Pearl he did a consultancy assignment for J.J. Fox International Ltd (Fox Group) in their UK operations. He purchased out of the liquidation a web trading business which he operated for several years. He was invited to join the board of the Fox Group and to provide ongoing consultancy services first as Group Chief Financial and Operations Director and latterly as CEO of their Channel Island interests.

Gary served on the Youth Court for the full 10-year tenure. His family has fostered children in Jersey for over 20 years, mostly teenagers where it can be difficult to find a placement. Two of their foster children have remained with the family long after their 18th birthday and are part of the Martin family. Gary and his wife are now grandparents to one who now has two children.

He was also Treasurer to the De La Salle Parent Teacher Association for a number of years.

Jacquelyn Marsh (appointed until December 2027)

Jacquelyn (Jackie) Marsh is an accomplished senior professional with over 30 years of experience in the fiduciary sector of the financial services industry. Throughout her career, Jackie has developed an ability to handle complex fiduciary, and governance matters with objectivity and impartiality. Her expertise spans trust and company administration, client relationship management, regulatory compliance, and dispute resolution—skills honed through extensive experience working with high-net-worth and ultra-high-net-worth families in both the UK and the Far East.

Jackie spent 25 years at HSBC Trustee CI Limited, where she held several leadership roles, including Director and Executive Committee Member (ExCo), from 2005 until 2019. During her tenure, she managed multi-jurisdictional fiduciary structures, leading diverse teams of professionals while maintaining the highest standards of governance and compliance. As a board member and representative for client-managed companies, Jackie was responsible for overseeing complex portfolios, managing risk, and ensuring full adherence to legal and regulatory requirements.

A particular highlight of Jackie's career is her experience in handling disputes within ultra-high-net-worth families, often involving highly sensitive issues. These disputes, which frequently required mediation or in some cases, formal applications to court in both Jersey and Hong Kong, demanded the utmost impartiality and a measured approach. Jackie was actively involved in disciplinary hearings ensuring fairness and transparency during the decision-making process, making her adept at navigating challenging situations with professionalism and discretion underscoring her ability to approach complex matters from a balanced, objective perspective.

Jackie's leadership extended beyond governance and operational management. She was instrumental in the development and approval of new business opportunities and products, she was the Channel Islands lead for the business in relation to FATCA, and CRS. Jackie was also lead in training and development, securing STEP Platinum accreditation for her business and overseeing the professional growth of employees.

Susana Rowles (appointed until December 2027)

Susana Rowles possesses a diverse professional background in governance, strategic thinking, negotiation, and leadership, enhanced by her experience as an Ed-tech entrepreneur and in the hospitality sector. Her strong commitment to ethical decision-

making, conflict resolution, and community service makes her an ideal candidate for the Complaints Panel.

As Co-Founder and Managing Director of Target Internet Limited, Susana has demonstrated exceptional strategic planning and stakeholder engagement. She has guided the company through complex challenges, showcasing her ability to analyse multifaceted issues and formulate balanced solutions.

Her dedication to education is evident through co-founding Innovate Education in 2019, where she developed the Digital Leadership Programme, a Level 6 qualification addressing local digital skills shortages. This initiative highlights her proactive problem-solving and commitment to community growth.

Susana's leadership and stakeholder management experience enable her to evaluate issues from multiple perspectives and propose constructive solutions that uphold fairness and accountability.

In earlier roles, she worked as a Revenue and Sales Manager, managing sales operations across two large hotels in the South of England, focusing on account management, relationship-building, balancing client needs with operational objectives. Before that, as a Sales and Marketing Manager, she played a key role in establishing a new boutique hotel brand, overseeing revenue strategies, marketing campaigns, and team dynamics. These roles demonstrate her systemic thinking, effective communication, and nuanced decision-making.

Her extensive governance experience further underscores her suitability. As newly elected Chair of Governors at Victoria College Jersey and Vice-Chair of the Victoria College Foundation, she has contributed to strategic development and upholding standards, also refining her conflict resolution skills through participation in appeal hearings. Additionally, as a Council Member of the National Trust for Jersey, she has shown commitment to rigorous governance supporting the organisation in developing a new strategic plan and developing its governance structure.

Fluent in Portuguese and an advocate for inclusivity, Susana brings a valuable cultural perspective, fostering fairness and accessibility in the complaints process. Her blend of professional expertise and community commitment make her well positioned to uphold accountability and impartiality as a member of the Complaints Panel.

Jackie Videgrain (appointed until December 2027)

Jackie has held senior positions and key person roles across a range of sectors within Jersey's finance sector over the last 38 years including banking, trust, treasury, risk, and compliance. Having joined Polygon Insurance Brokers in July 2024 as Head of Compliance Jackie was previously Vice president and Chief Risk Officer for a multi-jurisdictional Bank, responsible for credit, operational and business continuity risk.

She has also held a number of Trustee and Governance positions for local companies and charities, and currently holds a Trustee Estate Practitioner diploma and has recently been awarded the prestigious Fellowship status of the International Compliance

Association. This recognition reflects her commitment to excellence in compliance and risk management and a lot of hard work and dedication.

Jackie has been responsible for the management and oversight of the complaints processes for a number of organisations during her career to ensure robust governance and unbiased assessment of the process.

She believes that complaints provide valuable insights into performance of government and hold it accountable for its actions. By effectively addressing complaints, Government can demonstrate transparency and commitment to being answerable to the public. Complaints also serve as indicators of where government may be falling short in delivering services or meeting community needs. By taking the time to understand and address these concerns, government can pinpoint areas requiring enhancement and work toward delivering better services.

Claire White (appointed until December 2027)

Claire White is a Jersey born Registered Nurse who qualified with a Diploma in Higher Education in 1999 from the University of Southampton in conjunction with Jersey General Hospital. Since then, Claire has been awarded with BSc (Hons) in Clinical Practice and an MBA in Healthcare Management which complements her practical expertise, equipping her to analyse complex issues critically and make informed, balanced decisions.

Claire's career reflects a consistent dedication to improving service delivery, experience, safety, organisational learning, and compliance with regulatory frameworks.

In addition to acute nursing at Health & Community Services (HCS), Claire has worked as a Clinical Educator, Patient Safety Officer and in governance and quality assurance roles. Upon leaving HCS, Claire led the development of the very first Care Standards under the Regulation of Care (Jersey) 2014 Law for the Jersey Care Commission where she facilitated stakeholder and public engagement.

Complaints, concerns and investigations have been a consistent theme throughout most of Claire's career; managing, investigating, responding, resolving and reviewing complaints processes to inform learning, improvement and to ensure fairness.

Currently, Claire serves as Director of Governance and Care at Family Nursing & Home Care (FNHC). As a senior leader, she oversees governance, education, quality assurance, statutory compliance and clinical operations for the diverse community healthcare services provided. Under her leadership, FNHC has implemented advanced risk management and patient safety processes, enhanced complaint resolution mechanisms, and fostered a culture of learning and safety recognised at national awards.

Beyond her professional roles, Claire is the Safeguarding Officer for Jersey Rugby Football Club where Claire can apply transferable skills to ensure that there is

compliance with RFU regulations and best practice to keep children and young people safe.

Pawel Zalewski (appointed until December 2027)

Pawel is an experienced financial services professional with a comprehensive understanding of internal control and regulations within Wealth Management environment. He has nearly 20 years of experience working in local finance industry, gained at three different global banks. Pawel has been with his current employer for over 13 years, where he has worked in various senior roles in Risk & Compliance functions.

Pawel has practical knowledge of identification, implementation and monitoring of an effective control environment and governance framework. He also efficiently manages relationships with internal stakeholders, Senior Management, auditors and local regulator. He has extensive experience as a key stakeholder with a variety of regulatory & risk mitigation projects and incentives.

He is currently the Chair of the Investment Governance & Oversight Committee, a voting member for several other governance committees, including Notable Complaints Committee. In his previous roles, he was responsible for investigating complaints and providing recommendations to the business how they should be remediated.

On a personal level, Pawel was successful in a resolution of a complaint against his financial services provider, which ended up being referred to the CIFO. He also represented his wife during an investigation by JACS against her previous employer, when it was believed she was treated unfairly. Thanks to his fact finding and negotiating skills, the case was settled amicably without the need of being referred to the Court.