



Client Care Advisor

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As client care advisor, I work in risk and compliance, supporting the legal risk manager in dealing with complaints and potential claims.

I qualified as chartered legal executive and then solicitor some years ago, working in litigation for a city firm and financial services in the early part of my career. This included a period at the Financial Ombudsman Service, adjudicating on complaints against insurance companies followed by a role in their legal team then a stint as a regulatory associate lawyer at the FSA (now called the Financial Conduct Authority).

After a career break, I retrained as a teacher (teaching A Level Law) and subsequently for several years, worked for a training provider delivering legal apprenticeships. More recently, I returned to complaints handling at the Advertising Standards Authority. However, my heart has always remained in the legal sector and I am delighted to be able to draw on my diverse experience to support the work of the risk and compliance team.

Areas of expertise:

- Complaints handling
- Financial services
- Learning and development in the legal sector

Qualifications and memberships

- Qualified in April 1997
- Post-graduate LPC
- Fellowship of the Chartered Institute of Legal Executives
- Qualified Teacher Status



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