



## DOUGLAS MELVILLE

**Principal Ombudsman and Chief Executive**  
Channel Islands Financial Ombudsman (CIFO)

Douglas Melville is currently the Principal Ombudsman and Chief Executive of the Channel Islands Financial Ombudsman (CIFO) with responsibility for the two statutory bodies which resolve disputes arising from the provision of retail financial services in and from the international financial centres of Jersey, Guernsey, Alderney and Sark (collectively the Channel Islands). Mr. Melville also currently serves as the elected Chair of the International Network of Financial Services Ombudsman Schemes (INFO Network). He has advised internationally on financial consumer protection, financial inclusion, and dispute resolution for various governments and international bodies including the World Bank and OECD. Until May 2015, he served as the Ombudsman and Chief Executive Officer of the Canadian Ombudsman for Banking Services and Investments. In 1996, while Director of Commercial and Regulatory Policy for the Canadian Bankers Association, Mr. Melville established the Canadian Banking Ombudsman (CBO) and served as its first Board Secretary.

Mr. Melville qualified as a lawyer (barrister and solicitor) in Canada becoming a professional mediator and arbitrator. He became an Ombudsman in 2006. Before that, he held senior roles in the banking, investment and insurance sectors. He has also served as a board member for various financial industry bodies and not-for-profit organizations involved in public policy, poverty alleviation, and financial literacy. In particular, he served as Chair of the Board for Social and Enterprise Development Initiatives (SEDI), Canada's leading financial literacy NGO which served as a catalyst for the development of Canada's national financial literacy strategy. Mr. Melville holds undergraduate degrees in Economic Geography & Political Science (BA) and Law (JD), and master's degrees in Business Administration (MBA) and Law (LLM). In 2012, he received the ICD.D designation from the Institute of Corporate Directors.