

Biographies**Steve Green**

Steve started off his professional life in the Army before moving to the police and ultimately serving for eight years as Chief Constable of Nottinghamshire Police. Since leaving the police he has also undertaken a number of non-executive and voluntary roles.

Steve was an inaugural member of the Legal Services Board where he took a lead role on the board in setting up the Office for Legal Complaints (OLC) and the Legal Ombudsman. He chaired the board's Audit and Risk Committee and he was the lead member of the Board with responsibility for monitoring the performance of the OLC.

Throughout this time Steve has been a passionate advocate for the legal services reform agenda and the need to improve the way the legal market works for consumers

Michael Kaltz

Michael Kaltz (lay member) has spent the major part of his career as a partner in Ernst & Young, holding a mix of UK and international management and client-facing roles. Currently, in addition to providing employment-related advice to businesses, he is a Public Appointments Assessor in the Office of the Commissioner for Public Appointments, a Non-Executive Director of Barndoc Healthcare Ltd, where he chairs both the Appointments & Remuneration and the Audit & Risk Committees, and a Lay Member of the North & West London Employment Tribunal. He is a Fellow of the Institute of Chartered Accountants and a Member of the Chartered Institute of Taxation and he holds a Masters Degree in Employment Law

Dr Bernard Herdan CB

Dr Bernard Herdan CB (lay member) began his career in aerospace engineering, including 12 years spent at the European Space Agency. Following this he moved into the UK public sector where his career highlights have periods in senior executive positions at the Met Office, the Driving Standards Agency, the UK Passport Agency, the Criminal Records Bureau, the Security Industry Authority and National Fraud Authority. He has pursued a portfolio career since 2011, which has included a range of non-executive director and charity trustee roles as well as membership of disciplinary tribunals and consultancy assignments.

Ian Brack

Ian specialises in delivering complex strategic goals to tight budgets and deadlines. He has considerable experience in dealing with multiple stakeholders, working with national and local government at all levels, funding of complex and time-critical projects and oversight and management of complex budgets. Ian has spent much of his career working on strategy and policy development in funding organisations.

Kathryn King

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. Previous roles include Head of Policy and Research at the Local Government Ombudsman, where she advised on policy, strategy and external positioning, and led 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.

Kathryn's early career and training was in the private sector, where she successfully completed a blue-chip executive training programme, and developed a passion for insight, analysis, and delivering excellent customer service. She holds professional financial qualifications and two first class degrees.

Kathryn joined the Legal Ombudsman in September 2014. With her team, she is responsible for the Legal Ombudsman's quality, equality and diversity, and knowledge systems, including capturing, analysing and disseminating information to drive the organisation's improvement for the benefit of all its customers.