



**Press notice: 941**

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## **New Independent Adjudicator and Chief Executive, April 2016**

The Board of the Office of the Independent Adjudicator for Higher Education has announced that Judy Clements OBE has been appointed as the next Independent Adjudicator and Chief Executive. Ms Clements will take up the post in April 2016.

Judy Clements is currently the Adjudicator for Her Majesty's Revenue and Customs, the Valuation Office Agency and the Insolvency Service. She is a member of the Executive Committee of the Ombudsman Association. Previously she was a Director at the Independent Police Complaints Commission.

Commenting on her appointment, Ram Gidoomal, Chair of the Board of the OIA, said:

*"Judy brings extensive experience as the leader and adjudicator of an effective complaints handling organisation. She has a strong background in politically complex areas including taxation, policing, prisons and the NHS. The OIA Board is delighted that she will lead the OIA, as successor to Rob Behrens."*

Judy Clements said:

*"I am very much looking forward to joining the OIA next April. It plays a critical role in higher education in England and Wales and has established a strong reputation for the sensitive, timely and effective resolution of complaints."*

The current Independent Adjudicator and Chief Executive, Rob Behrens, will continue to lead the organisation until the end of his term of office next spring.

**ENDS**

### **Notes to Editors**

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1. The Office of the Independent Adjudicator for Higher Education (OIA) is the independent student complaints ombudsman for higher education in England and Wales. It is the designated operator of the student complaints' scheme under the Higher Education Act 2004.
2. The Independent Adjudicator and Chief Executive is initially appointed for five years, with the possibility of an extension for a further three years.
3. The current Independent Adjudicator and Chief Executive, Rob Behrens, joined the OIA in 2008. He will remain in post until his second term of office expires in April 2016.
4. Judy Clements will take up her position in April 2016.



5. Judy Clements OBE was appointed to the office of The Adjudicator for Her Majesty's Revenue and Customs, the Valuation Office Agency and The Insolvency Service in April 2009. Judy is the third Adjudicator in the role's twenty year history. Her remit is to investigate complaints against the departments where they have failed to resolve them satisfactorily with the complainant.

Judy has over 25 years experience in the public sector. Prior to her current role Judy was a Director at the Independent Police Complaints Commission (IPCC). She spent the previous four years at HM Prison Service as Head of Diversity and Equality. Judy was a Member of the Home Secretary's Lawrence Steering Group. A former Chief Executive of Birmingham Partnership for Change 1995-1999, Judy was also Chair of The Diana Princess of Wales NHS Children's Hospital Trust in Birmingham (1997-1999).

Judy is a member of the Women in Public Policy, Whitehall network. She is a former Trustee of Turning Point, one of the UK's leading social care charities, and until recently was Non-Executive Deputy Chair of Barnardo's UK children's charity, having been a Trustee for nine years. She is an independent adviser to Victim Support's Equality, Diversity and Inclusion Committee and is a member of the British Film Classification Appeals Board. In addition, Judy is a governor for two independent schools.