

Our organisational structure (October 2026)

Chair and Ombudsman

Chief Executive Officer

Director of Strategy and Resources

- Assistant Director of Finance
- Assistant Director of People and Talent
- Deputy Director of Strategy and Chief of Staff
 - Assistant Director of Communications, Public Affairs and Public Engagement
- Assistant Director of Strategy, Policy and Stakeholder Engagement

Director of Operations, Legal and Clinical

- Assistant Director Deputy Director of Operations
 - Assistant Director of Casework
 - Assistant Director of Casework
- Assistant Director of Intake and Resolutions
- Assistant Director of Senior Casework
- Deputy Director of Systemic Casework
 - Senior Investigator: Assistant Director
- Systemic Consultant
- Senior Lead Clinician
- Deputy Director of Legal

Chief Digital and Transformation Officer

- Assistant Director of Digital, Data and Technology
- Assistant Director of Transformation
- Assistant Director of Privacy, Integrity and Assurance