

NAME: Caroline Gill

TITLE: Senior Consultant – Investigations, Legal, Conflict Resolution & OD

PRACTICE AREA: Investigations, Legal, Conflict Resolution



EDUCATION: MSc. Organisation Behaviour, BA, Barrister at Law, Dip. Corporate Governance, Graduate Member Chartered Institute of Arbitrators, Fellow CIPD, Graduate Member Marketing Institute of Ireland, Graduate Member Public Relations Institute of Ireland

PROFILE: Caroline works as an Investigator, Legal Advisor and OD Consultant with WorkplaceBullying. She is very practiced in employment law and HR related matters and has conducted multiple workplace investigations bringing best practice procedures with particular emphasis on the legal aspects to each and every case. She has both advised and represented clients at Right's Commissioners hearings and Employment Appeals Tribunals.

She previously held the role of Insurance Ombudsman of Ireland from 1998 to 2005 and was responsible for the independent investigations of disputes between consumers, small business and their insurance companies. As Ombudsman she liaised with a number of Government bodies, in particular the Department of Finance and the Financial Regulator.

In 2005 the Insurance Ombudsman of Ireland and the Credit Institutions Ombudsman were merged in the statutory Financial Services Ombudsman's Bureau, and that year Caroline was appointed as Deputy Financial Services Ombudsman by the then Minister for Finance, Mr Charley McCreedy T.D. The Bureau resolved disputes between consumers and their financial service providers, and during her tenure she participated in TV and radio programmes and regularly contributed to all national newspapers regarding financial services.

Previously, Caroline was CEO of the Consumers' Association of Ireland from 1990 – 1998, during which she again had a strong media profile and worked with Irish and UK newspapers, radio and TV. As CEO she worked closely with the Consumers Associations in the UK and in Brussels where she was appointed to the Consumers Consultative Committee in the European Commission (DG XXIV) and served on that committee and worked with other consumer committees in Brussels (including BEUC – the European Consumers Association), lobbying successfully on a number of issues including transparency in financial services, food safety, health issues and access to justice. Caroline has also served on a number of Boards and committees in Ireland and Europe to include the Irish Stock Exchange, LUAS, the Food Safety Board, and the Euro Change-over Board. She was a member of Financial Services Network in the European Commission and the Consumer Consultative Committee. Caroline was also an executive committee member of the British and Irish Ombudsman Association.



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She is a graduate of the Corporate Governance Diploma from the Smurfit Business School and is member of Chartered Institute of Arbitrators, a fellow of The Chartered Institute of Personnel and Development, a member of the Marketing Institute and the Public Relations Institute of Ireland.