



The Motor Ombudsman appoints new Chair and Non-Executive Directors to its Board

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[TMO appoints new Chair and Non-Executive Directors to its Board.](#)

The Motor Ombudsman tells us...

- The Motor Ombudsman has announced the appointment of three Non-Executive Directors to its Board



- Scott McPherson, who worked for three decades in central government, has been appointed Chair and Non-Executive Director, and takes over from Ron Gainsford OBE
 - Carol Brady MBE and Phil Dunk also join as Non-Executive Directors, bringing extensive experience and insight to The Motor Ombudsman from outside the automotive industry
- London, July 2026 The Motor Ombudsman is pleased to announce the appointment of new members to its Board of Directors. Each will bring valuable experience and strategic insight to the organisation from beyond the automotive sector.

A primary responsibility of the Board is to ensure that The Motor Ombudsman continues to operate with transparency, impartiality and accountability, and that its four Motor Industry Codes of Practice and case-handling processes remain robust, consistent, and aligned to the evolving demands of consumers and businesses.

Succeeding Ron Gainsford OBE, Scott McPherson (pictured below) has been named Chair and Non-Executive Director. Scott brings a wealth of knowledge, thanks to a long-running career which has seen him hold senior positions in government, including in the Home Office, the Cabinet Office, and the Department for Transport. Today, amongst other Non-Executive Director positions, he holds an advisory role with a consulting firm focused on justice and policing, and offers consultancy on public policy at the University of Cambridge.



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Scott McPherson – TMO Chair and Non-Executive Director.

As Chair, Scott will oversee that The Motor Ombudsman continues to meet Ombudsman Association (OA) and Chartered Trading Standards Institute (CTSI) requirements, that it aligns with expectations of other key stakeholders, and delivers a clear service strategy that meets the current and future needs of consumers and businesses.

Commenting on his appointment, Scott McPherson said: “I am delighted to take up the role of Chair of the Board of The Motor Ombudsman – an organisation that continues to lead the way in supporting both business and consumers, and that is fast-evolving against the backdrop of an ever-changing landscape and technological innovation.

I look forward to working alongside fellow Board members and The Motor Ombudsman team to drive successful delivery of its vision and mission, and ensuring it provides an excellent and trusted service.”

Joining Scott McPherson are two other Non-Executive Directors who start their tenure on The Motor Ombudsman Board. Carol Brady MBE, the current Chief Executive of the Consumer Code for Home Builders (CCHB), brings a regulatory and operational background, as well as a comprehensive understanding of consumer protection, advice and education, having worked for Trading Standards in several roles.

In the Ombudsman sector specifically, Carol was instrumental in establishing the Legal Ombudsman, and working as a senior ombudsman, whilst she has also served as an independent advisory member of the Commission for the Local Government and Social Care Ombudsman.

Carol Brady MBE said: “I am pleased to be joining The Motor Ombudsman Board and look forward to applying my experience across consumer and regulatory environments to provide constructive counsel, and to help further strengthen governance as the organisation continues to evolve.”



Phil Dunk, an experienced entrepreneur, who has established multiple successful companies of his own, is specialised in providing strategic guidance to help founders, Boards, and leadership teams scale sustainably, to build high-performing cultures and growth. Phil also brings crucial knowledge of AI, which is set to play an integral part of The Motor Ombudsman's dispute resolution service - driving further efficiencies within internal processes and ways of working.

Phil (pictured below) commented: "It is a privilege to be joining the Board, and I am excited to provide support to The Motor Ombudsman in the achievement of its key objectives. I look forward to working with the team to apply what I have learned from building businesses and developing practical strategies, tackling complex challenges, and knowing what it takes to have the right systems and resources in place to deliver a high standard of service."



[Phil Dunk - TMO Non-Executive Director.](#)

Konstanze Scharring, SMMT Executive Director of Government and External Affairs, succeeds CEO Mike Hawes, and will sit on the Board alongside SMMT Group HR Director Katie Milbourn, and Bill Fennell - Chief Ombudsman and Managing Director of The Motor Ombudsman.

Bill said: "We would like to welcome our new Board members, who bring a strong track record in their respective fields, as well as unrivalled and proven experience relevant to what we do. Their strategic insight and knowledge will prove invaluable, and will help guide



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our business activities that will set the agenda and direction for The Motor Ombudsman.

Bill added: “I would also like to take this opportunity to personally thank our outgoing Chair and Non-Executive Directors for their unrelenting dedication and commitment during the past few years, and for their contribution in helping steer the fantastic organisation that we have today.”

For more information on The Motor Ombudsman’s Board of Directors, visit TheMotorOmbudsman.org/about-us/team/our-board.