

Douglas Melville

Ombudsman and Chief Executive Officer

Ombudsman for Banking Services and Investments (OBSI)

Mr. Melville has been the Ombudsman and CEO since his appointment in August of 2009. He previously served as Deputy Ombudsman, Banking Services from 2006 to 2009, leading the team responsible for investigation and resolution of consumer complaints arising from Canada's banking sector. He also led the Client Services team handling the intake of all OBSI complaints and inquiries.

Mr. Melville is a lawyer by training with over 18 years of financial services experience in a wide variety of institutions and roles spanning corporate finance, mergers and acquisitions, mutual fund, securities and insurance compliance, legal counsel, international banking, commercial lending, corporate and product strategy, dispute resolution, government and media relations and industry policy development. Prior to his financial services career, he worked as a management consultant and policy analyst in Canada, Africa and the Middle East for the Canadian Government and other public sector clients primarily in the fields of international development assistance, socio-political and economic analysis and project planning, management and evaluation.

Mr. Melville earned his BA in Economic Geography & Political Science at Carleton University, followed by a law degree and an MBA from the University of Western Ontario. As an Ontario-Jiangsu Scholar, he attended Suzhou University in China and received a Diploma in Foreign Trade Economics. He later earned a Master of Laws in international trade and competition law, specializing in consumer protection, from Osgoode Hall Law School at York University.

A trained mediator and arbitrator, Mr. Melville currently serves on the Board of the Forum of Canadian Ombudsman and the governing committee of the International Network of Financial Services Ombudsman Schemes. He is a former member of the Alternative Dispute Resolution (ADR) Section Executive of the Ontario Bar Association (OBA) and was Co-Editor of the OBA's ADR Newsletter. He has taught college-level courses in international business management, financial management and preparation for securities licensing. Mr. Melville has also served on the boards of several financial industry bodies and not-for-profit organizations in the fields of anti-poverty policy and financial literacy, international development, and the performing arts. He has served on volunteer missions to South Asia, Latin America and East Africa with various agencies supporting disaster and post-conflict reconstruction, financial cooperatives and community-based partner organizations.