

# Former financial regulator to mediate in bank clashes

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Samantha Barrass, former head of the Gibraltar Financial Services Commission, will lead the Business Banking Resolution Service

The former chief executive of Gibraltar's financial services regulator has been picked to lead a new service set up to mediate between small businesses and banks.

Samantha Barrass has been appointed as the first chief executive of the [Business Banking Resolution Service](#), which was established following a litany of scandals over the mistreatment of businesses.

Ms Barrass was the head of the Gibraltar Financial Services Commission and is a former director of the Solicitors Regulation Authority.

She said the new service would be a “landmark moment for dispute resolution in the UK, bringing independent, transparent and effective closure for tens of thousands of businesses across the country”.

Seven banks have agreed to take part in the scheme but its gestation has been marred by [delays and disagreements](#) over its scope and credibility.

Small and medium-sized companies that have unresolved complaints against lenders will be given a chance to get an independent view on their dispute, and possibly to secure compensation, but there is a lack of clarity over eligibility.

Alexandra Marks, a deputy High Court judge and expert in dispute resolution, has been appointed chief adjudicator.