

## **The complaint**

Mr G complains about issues with the Co-Operative Bank p.l.c. ((Co-op) in closing and transferring funds. He has asked that several specific points be addressed in our view including the appropriateness of the level of compensation paid.

## **What happened**

The details of this complaint are well known to both parties so I won't repeat them again here. Instead, I will focus on giving the reasons for my decision.

## **What I've decided – and why**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

Having done so I have reached the following conclusions:-

- I appreciate Mr G's frustration at the time taken to contact Co-op to discuss closing and transferring funds. He found the call queue times unacceptable, says a call wasn't returned and one was cut off. Co-op has explained its contact centre is an inbound one so doesn't make outgoing calls. That is its process and not for me to interfere with.
- Co-op has apologised and explained that call wait times have increased and, whilst it has measure in place to try to have appropriate staffing levels in place, this isn't always possible. Whilst I appreciate how frustrating this can be, customer contact levels can vary significantly for any business. However, Co-op has paid Mr G £25 to reflect the inconvenience caused which I think is reasonable
- Mr G has pointed out that Co-op didn't respond to his initial complaint within the 8-week timescale for it to do so. I can see that Mr G complained to Co-op on 19 June 2023, Co-op sent a final response letter on 15 August 2023 which was just slightly over the 8-week timescale businesses are expected to respond within. There can sometimes be delays in responding to complaints. In those situations businesses are expected to advise customers of this. Mr G told us that he received a letter dated 14 July 2023 from Co-op saying it was still looking into his complaint. I do think that Co-op followed the correct process.
- Whilst I do appreciate the frustration and inconvenience to Mr G in resolving transferring his funds I think Co-op's actions were reasonable and the payment it has made is fair in the circumstances.

## **My final decision**

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 7 March 2024.

Bridget Makins  
**Ombudsman**