

The complaint

Mr C complains that Lloyds Bank PLC didn't provide him with the service it should have when he raised complaints following issues making deposits into his account.

What happened

Mr C made a deposit in a Lloyds deposit machine but due to an issue he didn't know if the deposit had been made. This was the second time this had happened. Mr C had to visit the branch to remedy this. He asked to raise a complaint but was told by a staff member that they couldn't deal with this in branch, and he would need to call the customer service number. He did this and was told it would take up to eight weeks to resolve his complaint which he didn't think was fair. He asked to speak to a manager but was told the manager wouldn't speak to him, so he raised a second complaint. Mr C says he didn't hear anything for seven weeks, so he called Lloyds and says he was told his first complaint had been closed and his second complaint hadn't been registered correctly. He asked for both complaints to be escalated. After this he followed up and was told the second complaint wasn't on the system.

Mr C says he has spent a lot of time trying to resolve the issues and it has caused him a lot of stress. He wants compensation because of this.

Lloyds issued a final response letter dated 28 June 2023. It noted Mr C's complaint about the issue that arose when he deposited his money and the worry he experienced as he had to wait overnight before it was confirmed that his money had been credited to his account. It said that when Mr C asked to raise a complaint in branch this should have happened. It apologised for the inconvenience Mr C had been caused and paid him £40 because of this.

Following Mr C referring his complaint to this service and our investigator issuing an initial view, Lloyds made a further offer to Mr C. It said it did try to call Mr C on 28 June 2023 but as it wasn't able to make contact the final response letter was sent. It apologised for any mistakes made in how Mr C's complaint were recorded but said it didn't think this was a deliberate act. It also noted the calls Mr C had made and that he had requested call-backs and it couldn't evidence that these had happened. Because it didn't provide the service it should have Lloyds offered to pay Mr C an additional £100 compensation (bringing total compensation to £140).

Our investigator thought the offer made by Lloyds to pay an additional £100 compensation was reasonable.

Mr C didn't accept Lloyds' offer. He said that while he missed a call on 28 June, there was no message left or further contact attempt made. He said he didn't receive the final response letter dated 28 June and wanted evidence this had been sent. Mr C didn't think that the additional compensation offered was enough given the time effort and energy he had spent trying to get answers.

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.

I understand why Mr C is frustrated and upset by the service he has received from Lloyds. He has explained that he experienced an issue when he deposited money in the immediate deposit machine as the machine said his transaction had been cancelled and no receipt was provided and his cash not returned. Therefore, he didn't know whether his money had been correctly received into his account until he visited the branch the next day. This was the second time he had experienced this issue. The money was correctly received into Mr C's account the next day and so, in this case, there was no financial loss to Mr C but I can understand that this caused him inconvenience and worry.

Due to the issue that arose Mr C asked to raise a complaint in branch. Lloyds has acknowledged that he should have been allowed to do this and while there can be circumstances where a customer may be directed elsewhere I think it reasonable that Mr C's complaint should have been raised in branch at that time.

Mr C called Lloyds and raised his complaint regarding the issue with his deposit and not being able to raise a complaint in branch on 26 June 2023. Lloyds has said that it tried to call Mr C about his complaint on 28 June and Mr C has said he received a missed call on that day. I note Mr C's comment that a message wasn't left and a further call not attempted but as Lloyds did try to call Mr C and wasn't able to make contact I do not find it was wrong to then send Mr C a letter with its response to his complaint.

Mr C was sent a final response letter dated 28 June 2023. Unfortunately, he didn't receive this letter. I cannot say why this happened, but Lloyds has confirmed the letter was sent and I can see from the copy provided that the address was correct. On balance I therefore accept that Lloyds did send the final response letter. In the letter Lloyds apologised for the distress Mr C had been caused by the issue with his money deposit and also for him not being able to raise his complaint in the branch. It paid him £40 because of this. I note that Mr C didn't accept the resolution but I do not find it unreasonable that Lloyds paid the compensation and provided Mr C with his referral rights so he could refer his complaint to this service if he wasn't satisfied, as has happened in this case.

When Mr C contacted Lloyds to raise his complaint, he was told it could take up to eight weeks to resolve. He wasn't happy with this and asked to speak to a manager. A manager didn't come to speak to him, and he raised a further complaint. I have listened to the calls that have been provided and I can hear how frustrated Mr C is based on the service he is receiving. There were issues with the second complaint set up and he had to chase and didn't get call backs as requested. This isn't the service he should have received.

Because of the issues Mr C experienced, when reviewing his complaint, Lloyds increased its compensation offer and said it would pay an additional £100. I understand that Mr C doesn't think this is enough given the issue experienced and service he has received. Accepting that Mr C didn't incur any financial loss through this process I have considered whether the total of £140 compensation is sufficient given the time Mr C has spent dealing with this complaint and the distress he has been caused. Having considered the issues raised, the calls made, and the distress and inconvenience Mr C has been caused I think the offer of an additional £100 compensation is reasonable.

Putting things right

Lloyds Bank PLC should pay Mr C the additional £100 it has offered (bringing total compensation to £140) for not providing him with the service it should have.

My final decision

My final decision is that Lloyds Bank PLC should take the action set out above in resolution of this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 22 April 2024.

Jane Archer
Ombudsman