

The complaint

Mrs S complains Next Retail Limited recorded adverse information on her credit file.

What happened

In March 2025, Mrs S opened a Running Account Credit with Next, which allowed her to purchase goods on credit and repay in instalments.

Next says it didn't receive a contractual payment as required by 17 July 2025, so reported that Mrs S' account was one month in arrears to credit reference agencies.

Mrs S says Next was poor in communicating the amount she owed and because of this the payment was made late. As a result, Mrs S asked that Next remove the late payment marker from her credit file.

Next doesn't agree it's done anything wrong. It says it made Mrs S aware her statement was ready to view and as it didn't receive a payment by the required date, it's correct to have recorded that a payment was made late.

Unhappy with Next's response, Mrs S referred her complaint to the Financial Ombudsman. One of our Investigator's looked into what happened and didn't think Next had acted unreasonable. She said she thought Next had done enough to make Mrs S aware of when the payment was due and there wasn't any evidence of problems in processing payments around the time the June payment was due.

Mrs S disagreed with our Investigator's opinion. As the matter wasn't resolved, the complaint has been passed to me to decide.

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've considered the relevant rules and regulations applicable to this complaint and while I may not comment on everything (only what I consider is key) this is not meant as a discourtesy to either party, rather reflects the informal nature of our service.

I note Mrs S has raised further concerns about making payments to Next since referring her complaint to our Service. I therefore wanted to confirm the scope of this decision. I'm limited to deciding the complaint points that were raised with Next before the complaint was referred to us. I can therefore confirm this complaint is limited to considering whether Next made an error in recording adverse information on Mrs S' credit file in relation to her July 2025 payment. If Mrs S has further concerns, she'd first need to raise these with Next and if she remains unhappy with its response can then refer this as a separate complaint to our Service if necessary.

Moving then to whether Next did anything wrong in recording a late payment maker on Mrs S' credit file in relation to the July 2025 payment, I haven't found it did. While I appreciate this answer will come as a disappointment to Mrs S, I won't then be directing that Next amend the information its recorded with credit reference agencies.

Mrs S was required to make a payment by 17 June 2025; however, this was made on 25 June 2025. Following this, Mrs S needed to make a payment by 17 July 2025, however the next payment to her account was received on 17 August 2025. While this payment brought Mrs S' account up to date, a payment had been missed, so I think Next was reasonable in reporting this to Mrs S' credit file.

From the evidence available I'm satisfied that Next made Mrs S aware when a payment was due and the minimum payment required. It issued monthly statements that were sent in the post. Having not received a payment by 17 July 2025, Next then sent reminders email on 18 and 25 July 2025. Added to this, the terms of Mrs S' account sets out that Next will report missed payments to credit reference agencies. So, I don't then find it was unreasonable in the steps it took.

I note Mrs S has said she's had problems in making payments towards her Next account, which I'm sorry to hear of. I haven't however seen any evidence to suggest that Mrs S tried to make her July 2025 payment on time and was prevented from doing so, due to any problems in Next's payment systems.

Therefore, taking everything into consideration, while I appreciate this won't be the answer Mrs S is hoping for, I don't find Next was wrong to record her July 2025 payment as having been made late. Next did what I'd expect, to notify Mrs S that a payment was due, and the payment wasn't received by the due date. As a result, I find it's recorded accurate information to credit reference agencies, so I won't be directing it to do anything further in relation to this complaint.

My final decision

For the reasons I've explained, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs S to accept or reject my decision before 16 March 2026.

Christopher Convery
Ombudsman