

complaint

Mr K's unhappy that Moorcroft Debt Recovery Limited's trying to recover a debt he says has already been settled.

background

Mr K said he arranged through a third party to settle the debt with the original creditor. He says this offer was accepted and the payments made. Despite this Moorcroft is trying to recover the debt from him.

Moorcroft said in its final response that it'd contacted Mr K correctly when the account was referred to it in April 2016. Mr K's complaint was his first response to it. It would take its client's instructions about what he'd said.

Our adjudicator felt this complaint shouldn't be upheld. He said the third party Mr K used hadn't appeared to settle the debt as it said it would. That's a matter for Mr K to take up with the third party. Moorcroft is acting correctly as the debt hasn't been settled.

Mr K's asked for an ombudsman review.

my findings

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

I agree with the adjudicator's conclusions for the same reasons.

Overall, although I recognise Mr K's frustration, I don't see any compelling reason to change the proposed outcome in this case.

my final decision

I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr K to accept or reject my decision before 28 November 2016.

Stephen Cooper
ombudsman