

complaint

Ms L complains that London Community Credit Union Limited charged her a £10 fee because she hadn't used her account for some time. It gave her a poor service when she complained.

background

In 2005 Ms L deposited £30 with the predecessor of London Community Credit Union. When she asked it to close her account she discovered it'd charged her a fee that she didn't know about. The credit union explained that it's a not for profit organisation and doesn't have the funds available to keep non-active accounts live on its system.

The adjudicator didn't recommend the complaint should be upheld. She thought that London Community Credit Union had made reasonable attempts on its website and in its branches to notify all its members of changes to their credit union membership including all relevant fees and charges. And the dormancy fee it charged was in line with its rule book. The credit union didn't have any call recordings so she wasn't able to assess the level of customer service it gave Ms L but she thought it had dealt with her complaint fairly. Ms L wasn't happy with this and said she didn't have access to the website when she joined.

my findings

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. In doing so I've come to the same conclusions as the adjudicator for much the same reasons.

The rule book under which the credit union operates allows it to charge a fee on any account that doesn't have any activity on it for more than 12 months. Ms L hadn't used her account for several years. So I can't fairly find it did anything wrong when it charged her this fee. Ms L thought that both the manager of the branch and the person she spoke to at head office were dismissive of her complaint. As the adjudicator explained, it's difficult to assess this part of her complaint but I can see that the credit union gave her a full explanation when it sent her its final response letter and so I think it dealt with her fairly.

my final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms L to accept or reject my decision before 7 July 2016.

Linda Freestone
ombudsman