

complaint

Ms W has complained that she was badly advised about her debt reduction plan by Haydon Associates Debt Management Consultants Ltd, and she is now in a worse position than before she entered into it.

background

Ms W entered into a debt reduction plan with Haydon. She feels she was incorrectly advised about what it would entail. She's explained that she thought Haydon would look into her debts, with a view to reducing the amount she owed. For example, it would check their enforceability, if she may be able to make claims for PPI and if she could reclaim any fees and charges. She then thought that the remaining debt would be put into a debt management plan.

Ms W has explained that she was led to believe that this plan would be better than the one she was in at the time, but a year later she is in a worse position than she was before.

The adjudicator recommended that the complaint be upheld, as she was satisfied that Ms W hadn't been made properly aware of what the plan involved, and the possible implications of it.

Haydon accepted the adjudicator's recommendation, and calculated that it owed Ms W £1,728. Ms W accepted this, but as we then didn't hear back from Haydon, the complaint has been passed to me for my final decision.

my findings

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

It is this service's role to resolve disputes informally. In this case, the adjudicator made a recommendation and Haydon agreed to pay Ms W £1,728. Ms W accepted this. Ms W didn't hear back from Haydon.

I am satisfied that a mutually acceptable agreement was reached – that is, both parties felt that £1,728 was a reasonable payment to settle the dispute. I therefore see no reason to interfere with this, and I think it fair that Haydon pay this sum.

my final decision

To settle this complaint, Haydon Associates Debt Management Consultants Ltd must pay Ms W £1,728.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms W to accept or reject my decision before 25 September 2015.

Elspeth Wood
ombudsman