

complaint

Mrs K complains about the customer service that she has received from Next Retail Limited.

background

Mrs K bought some items from Next in December 2011. Not all of the items were delivered to her so she contacted Next. She says that the customer service she received from Next was poor, that it accused her of stealing the items and that the refund was only credited to her account after she had formally complained to Next. Next apologised for the problems that Mrs K had experienced and offered to send her a £40 gift voucher. Mrs K was not satisfied with Next's response so complained to this service.

The adjudicator did not recommend that this complaint should be upheld. He said that Next had apologised to Mrs K and had offered to send her a £40 gift voucher (and it has since offered to credit her bank account with £40) and he concluded that it would not be fair for it to be required to take any further action.

Mrs K says that she remains disappointed with the explanation provided by Next. She says that the compensation offered barely covers the cost of her phone calls and does not cover her time, upset and distress. She says that she would accept a payment of £100.

my findings

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint.

Next has apologised to Mrs K for the upset that she was caused by the letter that it sent to her and for giving the impression that it was not open-minded when customers let it know that their parcel did not contain everything they were expecting. Although I accept that Next could have provided better customer service to Mrs K, I have seen no evidence to show that it did accuse her of stealing the items.

Awards of compensation made by this service for distress and inconvenience tend to be modest. I consider that the £40 compensation offered by Next is fair and reasonable in these circumstances and is consistent with other awards made where comparable amounts of distress and inconvenience have been caused. Next has credited Mrs K's account for the items that she did not receive, so I do not consider that Mrs K has suffered a direct financial loss.

I am therefore not persuaded that it would be fair or reasonable for me to require Next to pay more than the £40 compensation that it has already offered to Mrs K.

my final decision

For these reasons, my decision is that, in full and final settlement of Mrs K's complaint, Next Retail Limited should pay her £40 compensation.

Jarrold Hastings
ombudsman

