

complaint

Mr S has complained that Haydon Associates Debt Management Consultants Ltd failed to administer his debt reduction plan properly.

background

Mr S entered into a debt management plan with Haydon Associates. However, he became aware that it was passing on little or none of the money he was paying it to his creditors. Accordingly, he complained to this service.

Our adjudicator agreed that Haydon Associates had not been managing the plan correctly. After he became involved, Haydon Associates accepted this, and agreed to refund Mr S £1,563.48, plus £200 compensation. Mr S agreed to this.

Unfortunately, Mr S has not received this payment, and Haydon Associates is no longer responding to our attempts to contact it. This means the complaint has been passed to me for my final decision.

my findings

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

It has been accepted that Haydon Associates mismanaged Mr S's debt management plan, and Mr S has agreed to its settlement offer. Therefore, I see no reason to interfere with this. Accordingly, Haydon Associates must pay Mr S the agreed settlement of £1,763.48.

However, given the ensuing delays and lack of contact, I am satisfied that Mr S has been caused further distress and inconvenience. I consider that a further £100 compensation is appropriate to address this.

my final decision

For the reasons given above, it is my final decision to uphold this complaint. I require Haydon Associates Debt Management Consultants Ltd to pay Mr S:

- a) the agreed £1,763.48 settlement; and
- b) a further £100 compensation for the additional distress and inconvenience caused.

Under the rules of the Financial Ombudsman Service, I am required to ask Mr S to accept or reject my decision before 10 August 2015.

Elspeth Wood
ombudsman