

The complaint

Ms K complains Triodos Bank UK Ltd (Triodos) caused her extreme distress when it failed to credit her bank account in a timely manner.

What happened

Ms K says while working overseas she was expecting a payment into her bank account for £1,319 around 27 January 2023, but it didn't arrive. Ms K says when she questioned this via a secure message service, Triodos weren't able to locate the payment. Ms K says several messages were exchanged over the following days and she had provided the full payment details to Triodos, but she received no response from them. Eventually the payment was located and credited to Ms K's bank account on 14 February 2023, but Triodos added to the confusion by suggesting the following day the payment couldn't be located.

Ms K says this whole matter caused her severe stress worry and upset and she had to borrow funds during this time from friends and family and wasn't able to continue her trip overseas as she'd hoped. Ms K says her work colleague has had to rebuild relationships with the finance team who sent the funds, and this issue has damaged her reputation and standing. Ms K sent an invoice to Triodos for £5,000 to cover the stress, upset and worry this matter has caused her, but it has only offered her £550.

Triodos says it accepts a mistake was made by way of an internal processing error and it apologised to Ms K for that. Triodos says it has provided feedback to the staff involved for future learnings. Triodos felt the £550 it has offered Ms K for the inconvenience this matter has caused, is fair in the circumstances.

Ms K wasn't happy with Triodos' response and referred the matter to this service.

The investigator looked at all the available information but didn't uphold the complaint.

The investigator felt although Triodos would on occasions check inward payments from time to time, it should have released the funds to Ms K's bank account sooner than it did. That said despite this, the investigator felt its offer of compensation of £550 was fair in the circumstances, referring Ms K to this services compensation awards link.

Ms K didn't agree with the investigator's view and asked for the matter to be referred to an ombudsman for a final decision.

What I've decided – and why

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

Having done so, I won't be upholding this complaint and I will explain how I have come to my decision.

I can understand it would have been upsetting for Ms K while overseas, not to have received the monies into her bank account as she was expecting.

When looking at this complaint given that Triodos have accepted it has made mistakes and upheld Ms K's complaint, I will consider if the level of redress it has offered here is fair and reasonable.

I can see Ms K feels strongly about this matter and without trying to minimise the frustration and upset this matter would have undoubtedly caused her, I am satisfied the level of compensation Triodos have offered here is reasonable in the circumstances.

I say this because although Ms K has detailed the various issues this matter has caused her including stress, worry and embarrassment having to borrow funds from family and friends, what I am being asked to do here in essence, is to penalise and punish Triodos for its mistake.

In these circumstances my role is to see businesses like Triodos apologise for its mistake, put matters right and pay a proportionate amount of redress. Here Triodos have accepted it should have credited Ms K's bank account sooner than it did, as it took almost two weeks from the time it was informed of the problem to correct the issue, but it has apologised for that, provided feedback to the staff involved and offered Ms K £550 by way of redress.

With that in mind I am satisfied £550 is a fair level of compensation in the circumstances here.

While Ms K will be disappointed with my decision, I won't be asking anymore of Triodos, and I will leave it with her to contact them if she now wishes to take up its offer.

My final decision

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms K to accept or reject my decision before 1 January 2024.

Barry White
Ombudsman