

## **The complaint**

Mr Y complains about the service he was provided with Barclays Bank UK PLC when he visited the branch to get statements printed.

## **What happened**

in February 2023 Mr Y went to his local branch of Barclays to get some statements printed at the online banking point in the branch but there was no paper in the machine. He asked a member of staff about this and he was told to wait. He asked to make a complaint and was taken to a room so he could see the manager. He waited for ten minutes but then had to leave because he was very busy.

Mr Y complained to Barclays and was told that the branch had an issue with its online banking points, which affected its branches nationwide. It upheld his complaint but didn't offer compensation. It was pointed out to him that he could make use of online banking. And further, that Mr Y had previously made a similar complaint about not being able to print statements and he had been paid £100 compensation.

On referral to the Financial Ombudsman Service, Mr Y further complained that he had been racially discriminated against. Although he had not raised this with Barclays, it told us that the staff had been spoken to and did not recall Mr Y's visit. Generally the branch manager confirmed that they are a hugely diverse team and no one would look to treat a customer (or colleague) differently due to their race, or colour of their skin.

Our Investigator said that he didn't think that Barclays needed to do anything more here. This is because it had provided Mr Y with alternative options to receive his statements and so didn't need to use the machines in branch which aren't currently working. He didn't think that Barclays needed to pay any further compensation.

Mr Y did not agree, and the matter has been passed to me for further consideration.

## **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.

Regarding Mr Y's visit to the branch, it appears that its online banking points were not working and this was an issue he had come across before. I appreciate that he wanted to get his statements printed at the time but Barclays has explained that this was an issue which affected its branches nationwide. I appreciate that Mr Y does not believe this but I have no reason to disbelieve what Barclays has told him.

On the question of waiting to speak to a manager, I understand that this is a busy city centre branch so it would not be unreasonable, as Mr Y did not have an appointment, for him to have to wait. He told us in his complaint form that he waited 10 minutes and then left but I don't think that was an unreasonable time to wait.

I understand that Mr Y does receive paper statements from Barclays, and he can apply for duplicate copies by post. If he needs to produce those statements for any reason I understand that he has access to online banking, and often companies will accept electronic copies. While I appreciate that he received £100 compensation when he had a similar issue before, I don't think it's appropriate to ask Barclays to pay any further compensation.

Further, as it appears to be a general issue that Barclays has with its online banking points and that concerns the way it generally runs its business, I can't ask it to take any steps regarding the banking point in this particular branch. I do think that Mr Y has been offered reasonable alternatives.

On the question of racial discrimination, of course Barclays must take any complaints about this seriously. But Mr Y has not specified any issue where he thinks he was discriminated against. The problem with the online banking points affects all customers, as does the fact of this being a busy city centre branch. I don't think he was treated unfairly in having to wait to see a manager. In any event as members of staff at the bank don't recollect Mr Y's visit, and he did not put this point to Barclays at the time, it wouldn't be fair on the members of staff concerned for me to make any findings regarding this.

### **My final decision**

As I think that Barclays Bank UK PLC has dealt with Mr Y's complaint fairly, I won't ask it to take any further action.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr Y to accept or reject my decision before 8 January 2024.

Ray Lawley  
**Ombudsman**