

The complaint

Mr S complains about problems trying to upgrade his Barclays Bank UK PLC (Barclays) account and of customer service issues in branch. He would like an apology.

What happened

The details of this complaint are well known to both parties so I won't repeat them again here instead I will focus on giving the reasons for my 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 have reached the following conclusions:-

- I appreciate it must have been frustrating for Mr S to go into a Barclays branch to upgrade his account on 9 March 2023 and not be able to do so. And to be told there were no in branch appointments until April or May 2023. I understand Mr S went into an alternative branch where he was able to upgrade his account. So I am pleased Barclays were able to sort out what he wanted on the day he wanted
- I have listened to the phone call Mr S had with Barclays on 8 March 2023 in relation to cancelling an appointment he had to upgrade his account on 10 March 2023 and his request for an appointment to do so on 9 March 2023 instead. The adviser told Mr S there were no appointments available in the branch on the day he wanted until the end of March, but he could pop into the branch as there might be a cancellation. I think Barclays made Mr S aware he couldn't guarantee seeing anyone in branch on 9 March 2023. And Barclays didn't advise Mr S could walk in and be seen at anytime
- Mr S made another phone call which I have also listened to, this one on 9 March 2023. Mr S complained about the service he had received in branch and explained his specific needs. Barclays went through in detail what Mr S's needs were and what would support him in his dealings with Barclays going forward. I think if Mr S had made Barclays aware of his specific needs earlier this may have helped when trying to rearrange his appointment. But as Barclays were unaware of his specific needs at that time I can't say they were at fault in not making any adjustment for him.
- I appreciate Mr S wanted an apology from Barclays. I can't reasonably ask Barclays to apologise as I don't feel it did anything wrong. However, I think Barclays did take Mr S's complaint seriously. I understand it has emailed the branch in question about Mr S's branch visit. And in the second phone call Barclays agreed with Mr S what it should record on its system to help him in the future. So, I think once Mr S made Barclays aware of his specific needs it acted appropriately and sensitively

My final decision

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 14 November 2023.

Bridget Makins
Ombudsman