

Sharon Coe

From: Alex Millington <Alex.Millington@cases.financial-ombudsman.org.uk>
Sent: 25 October 2023 14:48
To: Sharon Coe
Subject: Your complaint about Barclays Bank UK PLC (Our ref:PNX-4863112-R1Q6)

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Thank you for your email.

I'm afraid our rules say only certain types of 'person' can use the Financial Ombudsman, specifically [DISP 2.7.2R](#) says only the following are eligible complainants:

- 1) a consumer
- 2) a micro-enterprise
- 3) a charity
- 4) a trustee of a trust
- 5) a consumer buy-to-let consumer
- 6) a small business
- 7) a guarantor

So, if Uppingham Town Council isn't one of the above then it can't use our service.

I don't think the council can be considered an enterprise. So, I think the only way it may be eligible is if the complaint derived from the council acting as a charitable trustee. Is that the case here?

Or, is the bank account subject to the complaint used for the council's usual public body functions?

kind regards

Alex Millington | Investigator | 0203 716 9608
Financial Ombudsman Service | Exchange Tower, London E14 9SR
My normal working hours are 9.00am to 5.00pm Monday to Friday

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