

How long does dispute take with Coinbase?(Support response time)

A dispute with Coinbase can take varying amounts of time depending on the type of issue, how it was reported, and how quickly required information is provided. Understanding the general process can help set realistic expectations and reduce frustration while waiting for a resolution.

Most disputes begin when a user contacts Coinbase Support through the Help Center by submitting a support ticket. After submission, Coinbase typically sends an acknowledgment email confirming receipt of the complaint. Initial response times usually range from **24 hours to several business days**, depending on request volume and issue complexity.

For **transaction disputes**—such as unauthorized charges, missing funds, or incorrect transfers—the review process often takes longer. These cases may require blockchain analysis, internal audits, or coordination with third parties. In many situations, resolution can take **7 to 45 days**, especially if the dispute involves chargebacks, bank investigations, or compliance checks.

If the issue is related to **account restrictions**, **verification problems**, or **locked accounts**, resolution may occur faster, typically within **a few days to two weeks**, provided all required documents are submitted promptly. Delays often happen when additional identity verification or clarification is needed.

When a user is dissatisfied with the initial support response, Coinbase allows escalation by filing a **formal complaint**. Once a formal complaint is submitted, Coinbase states that it generally reviews and responds within **15 business days**. In some complex cases, this period may extend up to **35 business days**, and users are notified if more time is required.

If the dispute remains unresolved after completing Coinbase's internal complaint process, users may pursue **external resolution options**, such as arbitration or regulatory complaints, depending on their country and applicable consumer protection laws. These external processes can take **several weeks to months**, depending on the organization handling the case.

To help speed up dispute resolution, users should:

- Clearly describe the issue with dates, transaction IDs, and screenshots
- Respond promptly to support emails
- Avoid submitting multiple duplicate tickets
- Monitor email (including spam folders) for updates

In summary, Coinbase disputes [\[+1-\(915\)→201-4928\]](#) can take anywhere from **a few days to over a month**, depending on the issue type and escalation level. While waiting can be stressful, [\[+1-\(915\)→201-4928\]](#) providing complete information and following the proper escalation steps can significantly improve the chances [\[+1-\(915\)→201-4928\]](#) of a timely resolution.