

The complaint

Mr H has complained about British Gas Insurance Limited. He isn't happy that his premium increased after a claim under his home emergency insurance policy.

What happened

Mr H had his home emergency policy with British Gas. When his premium increased at the time of renewal he thought it was because of a claim on his policy, so he complained to British Gas. It acknowledged that it got things wrong and arranged a refund in premium and offered £50 compensation for the stress and inconvenience caused which it went on to increase to £80.

But Mr H remained unhappy about this and complained to this service. Our investigator looked into things for him but didn't uphold his complaint. He understood why Mr H was unhappy but thought British Gas had acted reasonably in reducing the premium and offering £80 compensation.

As Mr H didn't agree, as he felt he should be paid a lot more compensation, the matter has been passed to me for review.

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.

The details of this complaint are well known to both parties, so I won't repeat the detail again here. Instead I'll focus on giving the reasons for my decision.

I can understand Mr H's frustration as he was charged more for his premium than he should've been. And he had to chase British Gas about this and make a complaint over quite a period of time. But this service's awards are generally modest, and I don't feel it would be fair to ask British Gas to pay the hourly rate Mr H wants. I'll explain why.

Unfortunately, there is always some inconvenience caused in advancing a complaint when things go wrong. This service doesn't look to punish businesses and I think the hourly rate Mr H wants would be excessive in the circumstances - although I accept it must've been inconvenient for him advancing his complaint in order to get the right outcome.

But I've looked at the level of compensation offered by British Gas and it is in line with what I would normally award. I was pleased to see British Gas increased the level of compensation to £80, from £50. And in addition to making sure that Mr H's account was credited with a refund and saying sorry for the inconvenience caused I feel this is fair. I know Mr H would

like a lot more compensation and won't be happy with my decision, but I think the offer of £80 compensation is fair.

My final decision

It follows, for the reasons given above, that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr H to accept or reject my decision before 17 July 2020.

Colin Keegan
Ombudsman