

## **The complaint**

Mr G is unhappy with the delays he experienced whilst waiting for his boiler to be repaired, under his homecare policy with British Gas Insurance Limited.

## **What happened**

The details of this complaint are well known to both parties, so I will not repeat them again here. The facts are not in dispute, so 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 agree with the conclusions reached by the investigator for these reasons:

- Firstly, I can understand this will have been a difficult and frustrating time for Mr G and his wife, to be without heating and hot water in January. I say this especially considering their age and Mr G's recent ill health.
- This will have been compounded by British Gas arranging for an engineer to attend and hopefully rectify the issue, before cancelling at late notice.
- I agree with the investigator, and I think British Gas has also acknowledged, that the initial rescheduled appointment for three weeks' time, wasn't reasonable.
- Whilst this was then brought forward to just over a week's time, Mr G remains unhappy with the offer of £40 to compensate him.
- However, British Gas has said that due to staffing issues, it wasn't possible to get an earlier appointment for Mr G, despite his circumstances. The homecare policy that Mr G has doesn't make any guarantee as to how quickly an engineer would visit and only provides for an appointment within a "*reasonable time*". Considering this, whilst an unfortunate and difficult length of time to wait, I can't say it was unreasonable.
- I am glad that Mr G mitigated the impact this had on him and his wife through a third-party plumber and was refunded the cost less excess by British Gas, as the policy allows. Therefore, costing the same as had the British Gas engineer resolved it.
- British Gas has said they treated Mr G with as much urgency as they could at the time. I think £40 is a reasonable offer of compensation for the impact that the initial cancelled appointment and unreasonable initial rescheduling had on him.

For these reasons, although I understand Mr G's frustration, I think the offer made by British Gas Insurance Limited to put things right, is a fair one.

## **My final decision**

British Gas Insurance Limited has already made an offer to pay Mr G £40 to settle this complaint and I think this offer is fair in all the circumstances.

So, my decision is that British Gas Insurance Limited should pay Mr G £40 if they haven't already done so.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 1 August 2022.

Yoni Smith  
**Ombudsman**