

The complaint

Mrs B has complained that British Gas Insurance Limited (British Gas) didn't carry out an annual service on her boiler under her home emergency policy.

Mrs B is represented on this case by Mr B, who I will sometimes refer to as well.

What happened

Mrs B complained to British Gas that an annual service hadn't been carried out, which she was entitled to under her HomeCare policy. British Gas investigated and provided the details of the date on which the appointment had been made and the date the annual service had been carried out. It also provided the evidence it held of the annual service being carried out.

When Mrs B complained to this service, our investigator didn't uphold the complaint. She said the evidence provided by British Gas, including the readings taken from the appliance, were persuasive that the annual service had taken place.

As Mrs B didn't agree, the complaint was referred to me.

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 don't uphold this complaint. I will explain why.

From what I've seen, Mrs B made an appointment for the boiler to be serviced. I'm aware that when British Gas replied to the complaint, it said the appointment had been made online. Mr B has consistently said this wasn't the case. As Mr B is now aware, looking at British Gas's records, this showed that the appointment wasn't made online but that the way it was put on the system meant it showed as having been arranged in that way. Based on what I've seen, I think the evidence shows that Mrs B booked an annual service. Although I can understand that British Gas saying it was booked online when it wasn't might have caused Mrs B or Mr B confusion or doubt, this doesn't change my view on whether the appointment itself was booked.

I've then looked at the annual service visit. I've seen the records from the annual service visit. I've seen evidence of the name of the engineer, the date and time of the visit and the appliance readings.

I'm aware Mr B has questioned whether the readings could have been taken from an appliance at another address. I haven't seen anything that causes me to think this was the case. Mr B also said the tracking information from the engineer's vehicle should be checked. Even if this data existed, this would only show whether the vehicle was in the vicinity of the address. It wouldn't show whether the annual service took place. I also think I have enough evidence to make a reasonable and fair decision. Based on all the evidence I've considered,

I think it's more likely than not that the annual service was booked and took place. As a result, I don't uphold this complaint or require British Gas to do anything further.

My final decision

For the reasons I have given, it is my final decision that this complaint is not upheld.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs B to accept or reject my decision before 13 April 2023.

Louise O'Sullivan
Ombudsman