

complaint

Mr and Mrs S are unhappy with the service they received from British Gas Insurance Limited when they made a claim on their home emergency policy.

background

Mr and Mrs S have had some problems with their boiler. British Gas's engineers visited their property to carry out repairs in October 2015 and February 2016.

Mr and Mrs S complained to British Gas about the service they'd received. British Gas offered them compensation of £100 as a gesture of goodwill for inconvenience caused by the number of engineer visits to their property.

Mr and Mrs S were unhappy with British Gas's offer and brought their complaint to us. One of our adjudicators looked into the complaint and thought that British Gas had carried out the repair work in line with its obligations under the insurance policy. But she thought there may have been some confusion over how much compensation British Gas was offering Mr and Mrs S – so she thought this should be increased to £150.

British Gas accepted our adjudicator's recommendation. But Mr and Mrs S remained unhappy, and asked for an ombudsman to review the complaint.

my findings

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 our adjudicator that British Gas's offer of £150 compensation for any inconvenience caused to Mr and Mrs S is fair.

I appreciate that the problems Mr and Mrs S experienced with their boiler would've caused them some inconvenience. And I don't doubt that this would've been added to by the need for a number of visits by British Gas engineers. Following the annual service visit in September 2015, work was carried out over a two-day period in October 2015. And when a further problem occurred in January 2016, the repairs were again carried out over a two-day period.

So even if the problems could've been sorted a little quicker, I don't think British Gas caused any significant delays to the repair of Mr and Mrs S's boiler. And I think its offer of compensation of £150 is fair for any inconvenience it caused Mr and Mrs S by the need for multiple visits by the engineers. So I don't require it to do anything further.

Mr and Mrs S are also unhappy with the way British Gas handled their complaint, and in particular that they weren't allowed to speak to a senior manager when they disagreed with British Gas's final response to their concerns. But I think it's up to British Gas to decide which members of its staff deal with customers' concerns. And once British Gas had issued its final response letter, Mr and Mrs S had (and were told of) the right to refer their complaint to us – which they did. So I don't think British Gas acted unreasonably in this respect.

my final decision

For the reasons set out above, I think British Gas Insurance Limited's offer of £150 compensation is fair. So it's now up to Mr and Mrs S to decide if they wish to accept this.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr and Mrs S to accept or reject my decision before 20 June 2016.

Ben Jennings
ombudsman