

## **complaint**

Mr B's complaint concerns British Gas Insurance Limited's failure to carry out an annual service during a policy year and other missed appointments. This policy runs from 17 December to 16 December each year the cover is renewed.

## **background**

Mr B holds a policy with British Gas which entitles him to receive one annual service visit per year for his central heating system.

For the policy year 2011 to 2012 an annual service visit was originally scheduled for 7 December 2012. This visit was rescheduled in error by British Gas to 31 December 2013 (not 2012) without it providing notice to Mr B. This resulted in Mr B waiting at home on 7 December 2012 for an annual service that did not take place.

Mr B contacted British Gas to raise a complaint and was informed the annual service had been rescheduled for 31 December 2012 (not 2013). This rescheduled appointment meant that Mr B did not receive an annual service within the policy year of 2011 to 2012.

No annual service took place on 31 December 2012 due to this having been incorrectly booked by British Gas on 31 December 2013. Unhappy with this, Mr B pursued his complaint further and the annual service was rearranged for February 2013. In addition to this, British Gas agreed to provide Mr B £164.30 compensation in recognition of the missed annual services. Mr B complains this is insufficient.

Our adjudicator did not agree to uphold the complaint on the basis she considered the redress offered by British Gas was fair and reasonable. As Mr B has not accepted our adjudicator's findings, the matter has been brought to me for final determination.

## **my findings**

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint.

I consider that British Gas' administration of Mr B's annual services fell short of reasonable expectations and that additional inconvenience was caused to Mr B as a result of its failure to effectively communicate to him the cancellation and rescheduling of the two missed services.

However, British Gas has provided Mr B with compensation of £164.30 and so the question for me to consider is whether or not this amount presents a fair outcome to his complaint.

Having considered this, I am in agreement with the conclusion reached by our adjudicator that the redress provided by British Gas is reasonable. Although this amount is substantially lower than that sought by Mr B, I am satisfied it is consistent with what this service would look to recommend in the circumstances in other similar cases. The £1,000 figure quoted by Mr B would usually only be awarded in cases of severe distress or for incidents causing actual heating problems over a number of weeks or months.

Mr B has also raised concerns that the lifespan of the boiler may have been compromised due to the failure to carry out the annual service on time. While I note this concern, I do not consider I can reasonably conclude that it is likely Mr B would be prejudiced by this within the timescales discussed.

**my final decision**

My final decision is that I do not uphold this complaint. I make no award against British Gas Insurance Limited.

Christopher Tilson  
**ombudsman**