

complaint

Mr S complains about the poor service he received from British Gas Services Limited when he contacted them about his policy renewal.

background

Mr S contacted British Gas to discuss his policy renewal as it had increased in price. It took a while to get through to the appropriate team and despite requesting a call back on two occasions, he didn't get a call. Mr S raised a complaint and was told a manager would call him back, but again he didn't hear from anyone.

British Gas acknowledged that it provided poor service as it failed to return three calls to Mr S and offered £50 compensation for this. But Mr S didn't feel this adequately compensated him for the amount of time he spent calling British Gas. So he brought his complaint to our service.

Our investigator thought that British Gas had done enough to resolve the complaint. He said £50 was in line with what our service would award for the poor service Mr S had experienced. As Mr S didn't agree, the complaint has been passed to me for a decision.

my findings

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

After receiving his renewal notice, Mr S called British Gas to discuss whether it could offer a more competitive price. He had some difficulty getting through due to the queue waiting times so he left a message for a call back. Unfortunately this didn't happen. So he made a complaint.

When Mr S was able to speak to someone, they offered him a discount on his policy renewal which he said he wanted to think about. When he did call back, the adviser he spoke to said they hadn't completed their training so they were unable to assist with a renewal discount. It was agreed that another member of the team would call Mr S back but again, this didn't happen.

Mr S was contacted by the customer care team about his complaint. He asked to speak to a manager so a call back was arranged. But he didn't receive this call either.

British Gas failed to return Mr S's calls on three occasions. I agree that this is below the standard of service I'd expect from a business, but I'm pleased to see that British Gas has apologised for this and offered compensation to put things right.

Mr S says he spent several hours on the phone with British Gas and sent numerous emails, so a payment of £50 doesn't really reflect the trouble he was put to. He wanted to discuss his policy and review the premium. He would have had to spend some time dealing with this in any event, but it took longer than it should have, and more than once he was promised someone would call but that didn't happen. That must have been very frustrating. But I don't think the impact was so severe, or went on so long, that a larger payment would be justified.

Taking everything into account, I'm satisfied that £50 is a fair way to remedy the trouble and upset caused. So I'm not asking British Gas to do anymore.

my final decision

My final decision is that I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 4 July 2019.

Peter Whiteley
ombudsman