

complaint

Mr S complains about the service he received from British Gas Insurance Limited under his home emergency insurance policy.

background

Mr S reported a fault with his heating boiler on 21 March. British Gas attended each day between 22 and 25 March, when the repair was completed.

Mr S complained to British Gas about the service he'd received.

British Gas accepted there'd been delays in completing the repair and it offered Mr S £150 as a gesture of goodwill.

Mr S didn't consider £150 adequate compensation, so he complained to this service.

Our adjudicator thought Mr S's complaint shouldn't be upheld.

Mr S disagreed with the adjudicator's conclusions, so the matter's been referred to me to make a final 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.

I've decided not to uphold Mr S's complaint and I'll explain why.

Mr S says he and his family had visits by many engineers over four days. He says they were without heating and hot water and they had a young baby. He says they had to cancel their plans for the bank holiday weekend.

Mr S also says he feels £150 doesn't compensate them for what they suffered. And he says he should be reimbursed for his loss of earnings as a result of having to take time off work.

British Gas says the repair should've taken two visits to complete; the first to identify the fault and order the parts and the second to fit the new parts. It says if this had happened, the repair would've been completed on 23 March. But it says, due to issues with the parts that were ordered, the repair wasn't completed until 25 March.

British Gas also says whilst it can understand the distress and inconvenience caused to Mr S and his family, it believes £150 is fair and reasonable compensation.

I think the repair to Mr S's boiler took longer than it should. As a result Mr S and his family were without heating and hot water for four days, when the repair should've been completed in half of that time. They suffered inconvenience as a result. And Mr S had to take time off work because of the number of attendances by British Gas engineers.

British Gas has acknowledged that the service Mr S received wasn't of an acceptable standard. And it's offered him £150 compensation. I think this fairly reflects the

inconvenience experienced by Mr S and his family. And I don't think it would be reasonable for me to ask British Gas to pay him any more compensation, in the circumstances.

my final decision

I don't uphold Mr S's complaint against British Gas Insurance Limited.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 24 June 2016.

Robert Collinson
ombudsman