

complaint

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

background

Mr A reported a problem with the lighting in his bathroom to British Gas.

The problem was resolved a week later, following several visits by British Gas engineers.

Mr A complained to British Gas about the service he'd received. It acknowledged there'd been failings and it offered him £100 compensation.

Mr A wasn't satisfied with British Gas' response to his complaint, so he complained to this service.

During our investigation British Gas offered Mr A increased compensation of £200.

Our adjudicator thought this was reasonable, in the circumstances.

Mr A felt £200 compensation wasn't enough. 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 to uphold Mr A's complaint and award him £200 compensation. I'll explain the reasons for my decision.

Mr A says his bathroom lighting had gone out completely. And British Gas sent four engineers over a week before it was fixed. He says this was totally unacceptable, bearing mind that he has a vulnerable person and very young children in his family. And he says the children were bumping their heads, due to the lack of lighting.

Mr A says British Gas should pay him compensation of £100 per day for the delay in repairing his lighting.

I think the service Mr A received from British Gas was poor. It shouldn't have taken visits by four engineers over a week before his bathroom lighting was repaired. But British Gas has acknowledged its failings and it's now offered him £200 compensation for the trouble and upset experienced by him and his family.

I note Mr A feels he should get £100 compensation for each day of delay by British Gas in fixing his lighting. But I have to take an overall view of the inconvenience suffered by Mr A and his family. And then decide what would be reasonable compensation. I'm satisfied the £200 now offered by British Gas is reasonable, in the circumstances.

my final decision

I uphold Mr A's complaint against British Gas Insurance Limited. It must pay Mr A £200 compensation for the trouble and upset he experienced as a result of its poor handling of his claim.

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

Robert Collinson
ombudsman