

complaint

Mr L complains that British Gas Insurance Limited wasn't able to fix his boiler in one visit, after he made a claim under his HomeCare policy.

background

Mr L's boiler stopped working and he made a claim. It took three visits from British Gas engineers before the boiler worked properly. Mr L complained about the service he received. British Gas apologised if he'd experienced any inconvenience but didn't uphold his complaint. Unhappy with this, Mr L brought a complaint to this service.

Our adjudicator didn't recommend the complaint be upheld. He thought British Gas had dealt with the claim quickly and resolved the problem.

Mr L didn't agree with the adjudicator's findings, so the matter's been passed to me.

my findings

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

On 20 September, Mr L's boiler stopped working. He called British Gas on 21 September and an engineer came out later that day. The engineer found there was a fault with the pressure, which he resolved. The boiler was then working.

Later that day, Mr L was still experiencing problems with the boiler, so he again called British Gas. A second engineer came out that evening, but the boiler was working at the time so he didn't carry out any repairs.

On 25 September, Mr L called British Gas again as the boiler had again stopped working. A third engineer visited – he cleaned some of the boiler components and reset the system. The boiler has since worked.

I can understand Mr L's frustration that the problems with his boiler weren't resolved on British Gas' first visit. He may well be right that the identified fault found during the first visit was a 'red herring'. But I think it was reasonable for the first engineer to assume the matter had been resolved, given that the identified fault was repaired and the boiler was working. When Mr L called British Gas again on 25 September to explain the boiler wasn't working again, the issue was resolved that day.

Overall, I think British Gas handled the matter reasonably well.

Mr L is concerned that three visits will be logged on his claims history. But British Gas has confirmed that only the first visit was logged as a claim, and the following two visits were recorded as 'recalls', therefore his future premiums wouldn't be affected by the second and third visit. I think this is fair.

my final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 6 February 2017.

Chantelle Hurn-Ryan
ombudsman