

complaint

Mrs J complains about the service she received from British Gas Insurance Limited under her home emergency insurance policy.

background

Mrs J replaced her central heating boiler, following a recommendation from British Gas.

Mrs J later discovered that noise from her heating system was due to radiator brackets moving, rather than a problem with the boiler. So, she complained to British Gas that she'd needlessly paid £6,000 for a new boiler.

Being unhappy with British Gas' response to her complaint, she complained to this service.

Our adjudicator thought Mrs J's complaint shouldn't be upheld.

Mrs J 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 Mrs J's complaint and I'll explain why.

Mrs J says she was experiencing banging noises from her heating system. And British Gas told her a new boiler and a powerflush would stop these noises. She says she had this work done at a cost of £6,000. But she was later told by British Gas that the noises were caused by the expansion and contraction of the brackets on her radiators.

Mrs J says this meant she didn't need a new boiler at all and she had needlessly spent £6,000. So, she says she wants British Gas to reimburse her this amount.

British Gas says a new boiler was recommended due to the age of Mrs J's boiler, its inefficiency and the limited availability of new parts. It says a powerflush was recommended to remove sludge and clean the system.

I've seen checklists from the visits by British Gas engineers on 27 March and 1 May 2015. Both checklists record that Mrs J's boiler wasn't operating correctly; it didn't conform to current safety standards. And, on this basis, it wasn't considered safe. So, I think it was reasonable for British Gas to recommend a new boiler. I understand the manufacturer's instructions for the new boiler require the system to be flushed before installation. So, I think it was also reasonable for British Gas to carry out a powerflush when it fitted the new boiler.

I note Mrs J says British Gas advised her that a new boiler would stop the banging. And this led to her making an expensive purchase sooner than she'd planned. But this isn't supported by any of the other information I've seen.

So, whilst I have sympathy for Mrs J, I don't have enough evidence to conclude it's most likely her recollection of the advice she was given by British Gas is correct. And I'm not able to uphold her complaint.

my final decision

I don't uphold Mrs J's complaint against British Gas Insurance Limited.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs J to accept or reject my decision before 25 July 2016.

Robert Collinson
ombudsman