

complaint

Ms T complains about a missed appointment by British Gas Insurance Limited, and a subsequent late arrival to a further appointment, in connection with an annual service under her home emergency insurance policy.

background

In September 2013, British Gas failed to attend a scheduled appointment to carry out an annual service at Ms T's property. The appointment was rearranged for later that month, for a time between 8am and 10am. However, on the day of the rearranged appointment, British Gas' engineer did not arrive until 12pm.

Unhappy, Ms T complained to British Gas, who paid her £50 compensation for the distress and inconvenience caused. As Ms T remained dissatisfied, she brought her complaint to the attention of this service.

Our adjudicator investigated the matter but did not consider that an increased award of compensation was warranted. Ms T did not accept our adjudicator's opinion and says she is self-employed and was unable to work as she had to be at home for the appointments. Ms T therefore wishes British Gas to reimburse her lost earnings.

Ms T's complaint has now been referred to me.

my findings

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint. Having done so, it is my view that an increased award of compensation is warranted.

Arranging to have a boiler service will inevitably involve a certain degree of inconvenience and, as our adjudicator has explained, it is not always appropriate to recommend that loss of earnings should be paid in circumstances such as this.

Having said that, there is no doubt that Ms T will have been inconvenienced by British Gas' actions in this case and I can appreciate her frustration with the initial missed appointment and the subsequent late attendance.

I understand British Gas feels the offer it has made is fair but, having considered all of the circumstances of this case as well as our published guidance on the payment of compensation for non-financial loss, I feel that a payment of £150 would be more appropriate.

my final decision

My final decision is that I uphold this complaint in part.

British Gas Insurance Limited must pay Ms T a total of £150 compensation for the distress and inconvenience caused.

Christopher Tilson
ombudsman