

## **complaint**

Mrs G complains that British Gas Insurance Limited gave her poor service under a home care policy.

## **background**

British Gas told Mrs G her boiler was “*immediately dangerous*”. She complained that this left her without central heating for months – although in fact her boiler was not unsafe.

The adjudicator did not recommend that the complaint should be upheld. She did not conclude that British Gas had done anything wrong or that compensation was due.

Mrs G disagrees with the adjudicator’s opinion. She says, in summary, that there was nothing wrong with the boiler.

## **my findings**

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint.

Where the evidence is incomplete, inconclusive or contradictory (as some of it is here), I reach my decision on the balance of probabilities – in other words, what I consider is most likely to have happened in light of the available evidence and the wider circumstances.

From its records, I accept that a British Gas engineer said – during an annual service – that the gas valve was leaking. He said a repair was impossible as the required part was obsolete.

Mrs G had to chase British Gas before it issued a refund of about £44. In recognition of the delay it sent her a cheque for a further £30.

Autumn and winter had passed and it was spring when Mrs G complained to British Gas that independent engineers had told her that the boiler was - after all - safe to use.

British Gas went back and said again that the boiler was “immediately dangerous”.

It sent her a further cheque for £30 for its delay in dealing with her complaint.

I have seen the records of British Gas. But – despite prompting from the adjudicator – Mrs G has provided insufficient detail from her independent engineers. Therefore, on balance, I find it likely that the boiler was dangerous and British Gas acted as it was obliged to act.

I accept that there were some shortcomings in the way it communicated with her. But overall I do not conclude that it would be fair and reasonable to order British Gas to make any further redress to Mrs G.

## **my final decision**

For the reasons I have explained, I do not uphold this complaint. I make no award against British Gas Insurance Limited.

Under the rules of the Financial Ombudsman Service, I am required to ask Mrs G to accept or reject my decision before 19 March 2015.

Christopher Gilbert  
**ombudsman**