

complaint

Mr and Mrs B has complained that British Gas Insurance Limited misdiagnosed a fault which resulted in her being without heating and hot water for seven days and the service it provided when undertaking a separate repair.

our initial conclusions

Our adjudicator did not recommend that the complaint should be upheld. She considered that the amount of compensation offered by British Gas for the time without heating and hot water to be fair and reasonable. In addition, she could not be satisfied that the service provided by the engineer who delivered parts was unprofessional as alleged by Mr and Mrs B. As a resolution could not be found the matter has been escalated to me for a final decision.

my final decision

To decide what is fair and reasonable in this complaint, I have considered everything that Mr and Mrs B and British Gas have provided. While I appreciate that being without heating and hot water for seven days would have caused Mr and Mrs B and the household inconvenience, I consider the payment made by British Gas of £500, in addition to the £120 paid for a third party repair, to be a significant award that is in line with awards this service would ordinarily make. Therefore I do not consider additional compensation to be due.

Turning to the service issue – I understand that some confusion may have been caused when the engineer delivered parts to Mr and Mrs B's property and did not complete a repair at that time. However, there is insufficient evidence to support the position that the engineer was rude or unprofessional and as such I cannot uphold this aspect of the complaint.

It follows that I make no award against British Gas Insurance Limited, other than to endorse the award of £720 already made.

Under the rules of the Financial Ombudsman Service, I am required to ask Mr and Mrs B either to accept or reject my decision before 25 November 2014.

Colin Keegan

ombudsman at the Financial Ombudsman Service

The ombudsman may complete this section where appropriate – adding comments or further explanations of particular relevance to the case.

ombudsman notes

I have also considered that the delay in the repair occurred during the festive period. While this naturally adds to the inconvenience caused, I believe that this is reflected in the award made by British Gas.

what is a final decision?

- A final decision by an ombudsman is our last word on a complaint. We send the final decision at the same time to both sides – the consumer and the financial business.
- Our complaints process involves various stages. It gives both parties to the complaint the opportunity to tell us their side of the story, provide further information, and disagree with our earlier findings – before the ombudsman reviews the case and makes a final decision.
- A final decision is the end of our complaints process. This means the ombudsman will not be able to deal with any further correspondence about the merits of the complaint.

what happens next?

- A final decision only becomes legally binding on the financial business if the consumer accepts it. To do this, the consumer should sign and date the acceptance card we send with the final decision – and return it to us before the date set out in the decision.
- If the consumer accepts a final decision before the date set out in the decision we will tell the financial business – it will then have to comply promptly with any instructions set out by the ombudsman in the decision.
- If the consumer does not accept a final decision before the date set out in the decision, neither side will be legally bound by it.