

## **complaint**

Mr A complains about the service he received from British Gas Insurance Limited under his home emergency insurance policy.

## **background**

British Gas installed a new boiler and a hive thermostat in Mr A's home. The work wasn't done under his insurance policy. Mr A subsequently experienced considerable problems with these items.

Some years later, in December 2014, a British Gas engineer advised Mr A that parts for his boiler may no longer be available. This advice was wrong and British Gas paid Mr A compensation of £50.

Mr A was unhappy with British Gas' response to his complaints about these matters, so he complained to this service.

Our adjudicator thought Mr A's complaint shouldn't be upheld.

Mr A 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 Mr A's complaint and I'll explain why.

Mr A's new boiler and his hive thermostat weren't fitted under his insurance policy. Mr A paid separately for this work. As a result, this service isn't able to look at any problems relating to these matters and I can't make a decision about them.

Mr A has given us an information sheet about an organisation which looks at complaints about energy bills and problems relating to energy companies' sales activities, among other things. But that's a completely separate organisation and not part of this service.

The advice the British Gas engineer gave Mr A about parts perhaps no longer being available for his boiler was wrong. But British Gas acknowledged this and it paid Mr A £50 compensation for any distress he'd been caused. I haven't seen any information suggesting this wrong advice caused any other harm to Mr A, such as leading him to replace his boiler when it didn't actually need to be replaced. So, I think the £50 British Gas paid him was reasonable in the circumstances.

## **my final decision**

I don't uphold Mr A's complaint against British Gas Insurance Limited.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 29 April 2016.

Robert Collinson  
**ombudsman**