

complaint

Miss M complains about the service received from British Gas Insurance Limited in relation to a claim.

background

Miss M had her boiler serviced and a repair carried out by a British Gas engineer. In the process the engineer was allegedly rude to her and the repair he completed caused a further leak to her central heating system. Miss M alleged that on a number of occasions the British Gas engineer ignored her request for him to close gates within her property.

Due to the number of visits by British Gas and the time taken by Miss M complaining, she believes this has had a detrimental effect on her studies and therefore her career.

Miss M wants British Gas to fund further studies and pay compensation for the distress and inconvenience caused. She also believes she would be receiving a higher wage had she been able to finish her course.

The adjudicator considered the case and noted that British Gas had offered compensation of £100 and a premium reduction of £152.77. She felt this was sufficient.

Miss M did not agree, she requested her complaint to be passed to me for final determination.

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 considered Miss M's case in full, I feel a higher award of compensation is warranted. The repair attempted by the British Gas engineer on one visit to Miss M's property clearly demonstrated poor workmanship. There are also issues concerning the same engineer returning after Miss M had specifically requested for him not to.

I have also taken into consideration the matter of the open gates.

On this basis I consider £500 is a suitable reflection of the award necessary. British Gas had little to comment when asked for its response to my proposed award. Miss M was also contacted concerning the amount, but she has made no further representations.

Whilst I feel £500 compensation is appropriate for the number of issues Miss M had in this regard; I am not prepared to make an additional award for study costs. I say this because it is very difficult to make a definitive connection between the two events. It is clear Miss M was put out to some extent due to further visits from British Gas, but whether this affected her career path so drastically is impossible to say. I cannot make an award on such a basis.

I am also unable to offer any award towards the hidden MP3 player as I do not believe there is sufficient evidence to confirm that the British Gas engineer had anything to do with this. I also make no award on this basis.

my final decision

My final decision is that British Gas Insurance Limited should pay Miss M £500 compensation in total for the distress and inconvenience caused to her (I believe the £252.77 has already been paid). Other than that I make no award as the remainder of her claim cannot be proven.

Christopher Tilson
ombudsman