

## **complaint**

Mr B complains about the inconvenience caused when British Gas Insurance Limited didn't attend an appointment to fix his washing machine and tumble dryer under his HomeCare policy.

## **background**

Mr B arranged for British Gas to come out on 21 April 2017 to fix his washing machine and tumble dryer. He arranged time off work to be at home for the appointment. Despite the on-line appointment system showing the engineer was on his way, after contacting British Gas, Mr B was told he wasn't coming and there was something wrong with the appointment system. Mr B had to book another appointment and take further time off the following week.

Mr B complained to British Gas who upheld his complaint and offered £30 for the inconvenience caused. But Mr B didn't think that was enough. He'd already experienced one missed appointment with British Gas earlier in the year and on that occasion he was offered £50, so he doesn't understand why the offer is lower this time. He also had to take more time off work so has lost earnings. He's think £95 is reasonable, £50 for the missed appointment and £45 for the half day away from work.

Our investigator thought £95 was reasonable given the inconvenience Mr B had been put to, having taken time off work and that he hadn't been notified the engineer wasn't coming until he called. British Gas disagreed. It thought the £30 offered was reasonable and thought any payment for loss of earnings would be unfair on anyone that didn't earn as much.

## **my findings**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. Having done so, I've decided to uphold this complaint for broadly the same reasons as the investigator. I explain why below.

Mr B had to go to work early to be able to take half a day to be home for the engineer as he was told the engineer would arrive between 12-6pm. He'd also had to rearrange a physiotherapy appointment. So Mr B was put to some trouble to wait in for the appointment but this of itself isn't unusual when needing such work done.

The engineer didn't turn up, despite the online system indicating he was on his way. It wasn't until the end of the appointment slot when Mr B called British Gas that he was told the engineer wouldn't be coming; and there was a problem with the appointment system.

Its seems to me that as British Gas knew there was a problem, it ought to have called Mr B to let him know the engineer wouldn't be coming, rather than putting him to the trouble of waiting around and calling to find out himself. And it could have done that as soon as it knew of the problem. So not only did Mr B take time off work unnecessarily, and cancel another appointment, he was still left with a washing machine and tumble dryer that needed fixing.

In order to finally get that done, Mr B needed to take more time off work. So overall I think Mr B was put to some inconvenience when British Gas didn't fix his appliances. He's also lost out by having to call British Gas and take further time off work. So I think he should be fairly compensated for that.

I do take British Gas point that other people may not earn as much, but I don't think that, of itself, means Mr B shouldn't be compensated. After all he's had to use up annual leave that he shouldn't have because of the missed appointment.

I don't think the £30 that's already been paid goes far enough. And it appears this isn't the first time this has happened to Mr B this year. Overall I think £95 is fair compensation for the inconvenience and loss Mr B suffered due to British Gas not doing what it said it would.

**my final decision**

For the reasons given above, I uphold this complaint and require British Gas Insurance Limited to pay Mr B a further £65 as it's already paid Mr B £30.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 21 August 2017.

Claire Hopkins  
**ombudsman**