

complaint

Mr A's complaint came about after he made a claim under his British Gas Homecare agreement, when he had no hot water or heating.

background

I issued a provisional decision on 14 July 2017.

In summary, my provisional findings were that British Gas had not handled the claim as it should have. It had offered Mr A £300 compensation. But I didn't think that went far enough. I was minded to award a total of £500 compensation for all the inconvenience and upset Mr A suffered.

In response to my provisional decision; British Gas said it had no further points to add.

Mr A said he accepted my provisional decision. He told us he feels it is fair and takes it into consideration how British Gas could have prevented this situation in the first place. Mr A asked us to mention to British Gas that he was initially sent a cheque for £300, but did not cash it, as he was waiting for the conclusion of his complaint. He wasn't sure if British Gas had cancelled the cheque, or if he still had it. Mr A asked that British Gas cancel the £300 cheque and send him one for £500 instead.

my findings

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

As neither party has disputed my provisional decision, there is very little for me to add. Other than, I would ask British Gas to comply with Mr A's request to issue a new cheque for £500 and cancel the old one, which was for £300.

my final decision

My final decision is that I uphold this complaint.

I require British Gas to pay Mr A £500 compensation, in total.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 29 August 2017.

Paul Phillips
ombudsman