

complaint

Ms M complains about the standard of service she received from British Gas Services Limited under her home emergency insurance policy.

background

Ms M's tenant reported that the gas hob wasn't working. British Gas attended and found it had been turned off via the isolation valve.

British Gas had carried out an annual service and landlord's gas safety inspection nine days earlier. Ms M thought the valve should've been replaced. She felt her tenants had been left in danger by British Gas.

Our adjudicator thought Ms M's complaint shouldn't be upheld.

Ms M disagreed with the adjudicator's conclusions, so the matter has 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 Ms M's complaint and I'll explain why.

Ms M says the isolation valve could only have been turned off by British Gas during the annual service and safety inspection. Ms M says she experienced bad service from British Gas and incurred costs because of the valve being turned off.

British Gas says the hob was working during the inspection visit. And its safety tests wouldn't include an inspection of the isolation valve.

I don't have enough information to conclude the isolation valve was probably turned off by British Gas. It could equally have been turned off by a third party. So, I can't uphold Ms M's complaint.

Replacement of the valve isn't covered by Ms M's policy. But British Gas replaced the valve at a cost of £237.99. And it later cancelled its invoice for this amount as an apology for the slow service Ms M had received. I think this was reasonable.

my final decision

I don't uphold Ms M's complaint against British Gas Services Limited.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms M to accept or reject my decision before 29 December 2015.

Robert Collinson

ombudsman