

complaint

Mr S has complained about British Gas Services Limited. He isn't happy about a repair it undertook following an attendance under his home emergency policy.

background

Mr S asked British Gas to look at a leak around his shower and a repair was undertaken. However, the leak continued so British Gas re-attended and undertook a further repair which fixed the leak.

Mr S complained as he felt that British Gas should repair the damage the leak caused to the ceiling below. It looked into the work its agent had undertaken but felt that the damage was a consequence of the original leak as opposed to the second leak. It did acknowledge that its service could've been better and offered Mr S £100 in compensation.

Our service looked into things for Mr S but didn't uphold it. The investigator thought that British Gas had acted reasonably.

As Mr S didn't agree the matter has been passed to me for review.

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 wish to reassure Mr S that I have looked at all the evidence afresh and impartially. Having done so I think that the complaint shouldn't be upheld. I'll explain why.

I can understand Mr S's frustration here as he clearly believes that all the damage to his ceiling was caused after the initial repair. But it is clear from the notes that the leak had been ongoing for some time and that damage was noted to the ceiling before these repairs took place which is why the leak was first noticed. The ceiling may have become more discoloured over time but it is likely that most of the damage was caused over a long period of time while the shower seal was leaking as opposed to just after the time of the first repair.

So I don't think it would be fair to hold British Gas responsible for this as it wasn't responsible for the original leak. I note that it has offered £100 compensation in relation to its poor service and delay which I think is fair in the circumstances.

my final decision

It follows, for the reasons given above, that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 19 July 2018.

Colin Keegan
ombudsman