

## **complaint**

Mr B complains about the service he received from British Gas Insurance Limited under his home emergency insurance policy.

## **background**

Mr B complained to British Gas that its engineer had broken the drainage trap in his shower, when trying to unblock it. And, being unhappy with its response to his complaint, he complained to this service.

Our investigator thought Mr B's complaint shouldn't be upheld.

Mr B disagreed with the investigator's conclusions. So, the matter's 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 Mr B's complaint and I'll explain why.

Mr B says the engineer who attended broke the trap. And he says even the engineer's report doesn't observe that the damage was already done when he came.

British Gas says the engineer's told it the shower trap was already broken when he arrived at the property. And it says he's confirmed that the damage wasn't caused by him carrying out the work to unblock it.

I've seen the report by the engineer who attended Mr B's property. In it he says 'tried to clear blockage hair trap in shower is broke need plumber to fix'.

I acknowledge Mr B feels strongly that the engineer broke the drainage trap in his shower. But British Gas denies that this is what happened. And the engineer's given clear evidence that it was already broken when he attended. In these circumstances, I don't have enough information to conclude it's most likely the trap was broken by the British Gas engineer.

So, I can't uphold Mr B's complaint.

## **my final decision**

I don't uphold Mr B's complaint against British Gas Insurance Limited.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 12 June 2017.

Robert Collinson  
**ombudsman**