

complaint

Mr and Mrs N complain that British Gas Insurance Limited gave them poor service under a home care policy.

background

Mr and Mrs N asked British Gas for help with a boiler problem in August. They complained that – after broken appointments and many visits – British Gas did not fix the problem until November. It later offered Mr and Mrs N £330.

The adjudicator did not recommend that the complaint should be upheld. She concluded that British Gas' offer was fair and reasonable.

Mr and Mrs N disagree with the adjudicator's opinion. They say, in summary, that the offer is not fair.

my findings

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint.

Where the evidence is incomplete, inconclusive or contradictory (as some of it is here), I reach my decision on the balance of probabilities – in other words, what I consider is most likely to have happened in light of the available evidence and the wider circumstances.

I accept that Mrs N waited at home for British Gas on many occasions when she could have been at work. And Mr and Mrs N were without heating or hot water for about eleven days.

But I accept that some of their inconvenience was inevitable.

Overall, I am satisfied that British Gas' offer of £330 was fair and reasonable for the shortcomings in its service. I do not conclude that it would be fair and reasonable to order it to make any other redress to Mr and Mrs N.

my final decision

For the reasons I have explained, my final decision is that I do not uphold this complaint. I make no award against British Gas Insurance Limited.

Under the rules of the Financial Ombudsman Service, I am required to ask Mr and Mrs N to accept or reject my decision before 9 February 2015.

Christopher Gilbert
ombudsman