

complaint

Ms B has complained about British Gas Insurance Limited. She isn't happy about the way it dealt with a claim under home emergency policy.

background

Ms B's boiler broke down in June 2016 and she contacted British Gas. It arranged for an engineer to attend the following day. The repair took a further three days to complete. Ms B wasn't happy with the time taken to repair her boiler and with the service provided so she complained.

British Gas apologised for the inconvenience caused by the delays and offered to pay £150 compensation. As Ms B still wasn't happy she asked this service to look into things for her.

But our adjudicator didn't uphold her complaint. Although he accepted that there had been delays in repairing Ms B's boiler, he thought that British Gas's offer was reasonable.

As Ms B didn't agree the matter has been passed to me for 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. Having done so I'm not upholding the complaint, I'll explain why.

I can understand Ms B's frustration. It is unfortunate that British Gas wasn't able to get an engineer to her on the day of the breakdown and that parts were required in order to fix her boiler. This caused a delay in the repair of the boiler and I can see that Ms B had to chase British Gas as she was expecting the engineer to return the following day. She was told that he had been delayed on another job and then that the part still wasn't available.

But I think that British Gas has acted reasonably in offering £150 compensation and saying sorry. I know Ms B was left without a working boiler for a few days and the service could have been better, but its offer is in line with awards this service would usually make. So I think its offer is fair.

Unfortunately parts aren't always immediately available and sometimes engineers are busy with other call outs. I know this caused Ms B some stress and inconvenience but I think its offer of compensation is reasonable.

my final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms B to accept or reject my decision before 13 October 2016.

Colin Keegan
ombudsman