

complaint

Mr F's not happy with the level of service he has received from British Gas Services Limited under his HomeCare agreement.

background

Mr F told British Gas, among other things, he wasn't happy that three boiler services hadn't been carried out under one of his agreements. He also said one of its engineers had given one of his tenants the wrong advice about boiler pressure.

British Gas didn't accept it had given the wrong advice. It said it was for Mr F to arrange each service but still agreed to pay him £48 for each missed service plus another £50 as compensation – bringing its total offer to £194.

Mr F wasn't happy with the offer and complained to us. Our adjudicator recommended the complaint be upheld in part. He asked British Gas to increase its offer by £50 because he didn't think it had responded to Mr F's complaint as well as it could have.

British Gas didn't agree with the adjudicator's findings, so the complaint was passed to me to look in to afresh.

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've decided to uphold this complaint in part. I'll explain why.

British Gas accepts it hasn't dealt with Mr F as well as it could and should have. That's why it apologised to him and offered him £194 by way of compensation. Mr F doesn't accept the offer, so the issue for me to look in to is whether British Gas' offer is fair. If it isn't, I have to decide how much it should offer as fair compensation.

I think British Gas has genuinely tried to put things right for Mr F – although he might not agree. Given the available evidence, I don't think I can say for certain what British Gas' engineer might have said to Mr S' tenant or led him to believe about boiler pressure. So I haven't awarded any compensation for that.

The offer of £194 is, in my view, *approaching* the right amount of compensation that should be paid. I realise British Gas disagrees with the adjudicator's recommendation, and I appreciate it isn't always straightforward to decide on an amount of compensation in cases like these. Although I think in the circumstances, a refund of the cost of the missed boiler services, plus £100 (rather than £50) compensation is a fairer reflection of the clear frustration and upset Mr F has suffered because of British Gas' poor communication and level of service.

my final decision

For these reasons, I've decided to uphold Mr F's complaint in part. I require British Gas Services Limited to pay Mr F £244 in total as compensation for the overall level of service he

received. That amount includes the £194 British Gas Services Limited offered Mr F before he complained to us.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr F to accept or reject my decision before 7 October 2015.

Nimish Patel
ombudsman