



Complaints Procedure

We want every single one of our customers to be happy with our service. However, we know that even though we try our best, we won't always get it right. If we haven't met or exceeded your expectations, we want to know about it. We will look into your complaint in a timely manner and with respect. We would like the opportunity to put things right.

Speak to us

Come and talk to us. Explain what the problem is and give us the chance to put things right. In most cases we will be able to resolve the issue very quickly.

Write to us

If you have spoken to us and you are still unhappy with the result, then please put your complaint in writing to us at: Inspiration Computers Ltd, 3 Bankfield Lane, Kirkheaton, Huddersfield, HD5 0JE. We will look carefully at your complaint and take advice if necessary. We will respond in full within 14 working days.

Still unhappy?

We sincerely hope that we never get to this stage. However, where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we have a range of support services available to us and our customers. One of these services is access to an independent Alternative Dispute Resolution (ADR) service, which enables our customers to seek an impartial review of a complaint in the unlikely event that we are unable to resolve it between ourselves.

This is a free service for the customer, offered by Dispute Resolution Ombudsman, an approved government scheme. Further information about the Ombudsman can be found at <https://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/> or by telephoning them on 0333 241 3209.

Company Information

Inspiration Computers Ltd is a limited company incorporated in England, established in 2003.

Registered address: 3 Bankfield Lane, Kirkheaton, Huddersfield, HD5 0JE

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Public and Employers liability insurance held