

[Your Name]

Emma Roberts

22 Birchwood Avenue

Leeds

LS6 3PQ

[Date]

26 October 2023

Premier Inn Customer Relations

Whitbread PLC

Whitbread Court

Houghton Hall Business Park

Dunstable

LU5 5XE

**Subject: Formal Complaint and Compensation Demand – Booking Reference: PI-2847391 – Premier Inn Leeds City Centre**

Dear Sir/Madam,

This letter serves as a formal complaint regarding my recent stay at the Premier Inn Leeds City Centre, under booking reference PI-2847391, from 24 October 2023 to 26 October 2023.

Upon checking into my room on 24 October 2023 at approximately 15:30, I immediately observed several significant issues that materially impacted the quality of my stay. Specifically, there was visible black mould present on the walls of the room. Furthermore, the heating system in the room was entirely non-functional. I reported the broken heating to the reception desk at approximately 16:00 on 24 October 2023, and was assured that the matter would be addressed.

Despite this initial report, the heating remained inoperative throughout the night. On the morning of 25 October 2023, at approximately 08:30, I again approached the reception to reiterate the issue with the heating and to highlight the presence of the mould. Regrettably, no resolution or alternative accommodation was offered on either occasion, and the issues persisted for the entirety of my two-night stay.

Under the Consumer Rights Act 2015, services must be provided with reasonable care and skill. The presence of visible black mould and a non-functional heating system in a hotel room falls significantly below the standard of reasonable care and skill that a consumer is entitled to expect from a reputable hotel chain such as Premier Inn. These defects rendered the room unfit for purpose and caused considerable discomfort and inconvenience.

Given the circumstances, I am seeking compensation for the substandard service provided. My calculation is as follows:

- **Cost of two nights' accommodation:** £65.00 per night x 2 nights = £130.00

- **Compensation for distress and inconvenience:** £50.00

Therefore, I am formally demanding a total compensation amount of **£180.00**.

I expect a full and substantive response to this complaint, along with the requested compensation, within 14 calendar days from the date of this letter. Should I not receive a satisfactory resolution or a commitment to resolve this matter within this timeframe, I will have no option but to escalate my complaint.

My next steps will include:

1. Reporting the matter to Trading Standards.
2. If the issue remains unresolved, I will pursue a complaint through the Financial Ombudsman Service, given that Premier Inn is part of a financial services group.
3. Finally, I will initiate legal proceedings via the Small Claims Court (Money Claim Online) to recover the compensation owed.

I trust that you will treat this complaint with the seriousness it deserves and look forward to your prompt and positive resolution.

Yours faithfully,

Emma Roberts

SAMPLE