SojournHub

Complaints

SojournHub Software Ltd, a private company limited by shares registered in England and Wales (company number 17518523, incorporated 13/10/2026). Registered office: 124 City Road, London, EC1V 2NX, United Kingdom. SojournHub Software Ltd is not VAT registered. Privacy, legal and complaints contact: Matthew Silvester, CEO, support@sojournhub.io.

If you are unhappy with SojournHub, email support@sojournhub.io with your name, the application or page involved, what happened, and the outcome you want. Please do not send passport numbers in that email. Documents belong in your application workspace.

We aim to acknowledge a complaint within five working days and to send a substantive response within 20 working days. If we need longer, we will tell you why and when you can expect the reply. These targets do not extend any statutory deadline.

Privacy complaints can go to privacy@sojournhub.io. Where a complaint is about an appointed partner, SojournHub investigates and coordinates the response. You can also use the contact form.

SojournHub is not a government agency. Approval is never guaranteed. SojournHub Software Ltd, a private company limited by shares registered in England and Wales, company number 17518523, incorporated 13/10/2026. Registered office: 124 City Road, London, EC1V 2NX, United Kingdom. Not VAT registered. No VAT is charged.