



# How to voice your concerns and resolve your complaint with us



An independent  
family business  
since 1867

# Stannah

**We are committed to providing a high standard of service to you and all of our customers and we want you to be entirely satisfied with the service you receive from us.**

Informing us when you are unhappy with the service you've experienced gives us the opportunity to put matters right for you and to improve our service in the future for all our customers. We aim to acknowledge each step of a complaint within 1 working day of receiving it (or 5 working days if no email or telephone number is provided). We will investigate and aim to come back to you with a resolution within 7 working days at every stage.

While we strive to deliver 100% satisfaction, occasionally there can still be times where we unintentionally fall short. We will always try our hardest to resolve any situation where you are not completely satisfied.

## **Complaints procedure**

### **Step 1**

Our experienced customer service staff are best placed to deal with any issue regarding your stairlift or lift and will work closely with you to resolve it. You can share your concerns with them by telephone, email or by letter.

Contact the relevant customer service staff to give them the first opportunity to deal with your complaint and put matters right.

### **For stairlift & homelift installations (newly installed domestic products)**

Stannah Stairlifts and Homelifts, Customer Service Dept, Stannah Lift Services Ltd, Watt Close, East Portway, Andover, Hampshire, SP10 3SD

Tel: 01264 364311

Email: [customer.contact@stannah.co.uk](mailto:customer.contact@stannah.co.uk)

## **For lift installations (commercial products)**

Passenger lifts and Platform lifts

Stannah Lifts, Watt Close, East Portway, Andover, Hampshire SP10 3SD

Tel: 01264 339090

Email: [sales@stannah.co.uk](mailto:sales@stannah.co.uk)

Service and Goods lifts

Stannah Microlifts, Watt Close, East Portway, Andover, Hampshire SP10 3SD

Tel: 01264 351922

Email: [sales@stannah.co.uk](mailto:sales@stannah.co.uk)

## **For all maintenance, repair & servicing complaints (stairlifts and lifts)**

Please contact your local branch. You can find your local branch here:

[www.stannahlifts.co.uk/contact-us/service-enquiries#find-a-service-branch](http://www.stannahlifts.co.uk/contact-us/service-enquiries#find-a-service-branch)

We hope that you will not need to progress beyond step one. However, we wish to give you every opportunity to present your case where you remain dissatisfied.

### **Step 2**

In the unlikely event that your complaint has not been resolved by our customer service staff, please contact the relevant management team, marking it for the attention of:

**Stairlift & homelift installations (newly installed domestic products):**

To the Customer Care Supervisor

**Lift installations (commercial products):**

To the General Manager (please state which division if known)

**Maintenance, repair & servicing (stairlifts & lifts):**

To the Branch Manager

### Step 3

If you still feel your complaint has not been dealt with to your satisfaction please email, telephone or write to:

#### Stairlift & homelift installations (newly installed domestic products):

The Managing Director, Stannah Lift Services Ltd, Watt Close, East Portway, Andover, Hampshire, SP10 3SD

Tel: 01264 364311

Email: [customer.care@stannah.co.uk](mailto:customer.care@stannah.co.uk)

#### Lift installations (commercial products)

The Managing Director, Stannah Lifts, Watt Close, East Portway Andover, Hampshire SP10 3SD

Tel: 01264 339090

Email: [sales@stannah.co.uk](mailto:sales@stannah.co.uk)

#### Maintenance, repair & servicing (stairlifts & lifts):

The Service Director, Stannah Lift Services Ltd, National Contracts Department, No1 Ravensquay Business Centre, Cray Avenue, Orpington, Kent BR5 4BQ

Tel: 01689 883240

Email: [nationalcontractsadmin@stannah.co.uk](mailto:nationalcontractsadmin@stannah.co.uk)

In the rare event of us still not being able to help you we will advise of impartial services available.

We promise that we'll always do our best to help you, but sometimes some issues are beyond our control. But we do value your feedback, which is taken into consideration when we review our products and services.

**We'll do our best to help you now and in the future.**



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