



How to voice your
concerns and resolve your
complaint with us


A family business
since 1867

Stannah

We're here to help

Our complaints procedure

You deserve to be entirely satisfied with the service you receive from us, but occasionally we get it wrong.

Letting us know when you're unhappy with our service gives us an opportunity to correct the situation and improve it. We always do our best to settle any complaint quickly and without fuss.

We aim to respond to all complaints within one working day, or five if no contact telephone or email details are provided. We will investigate and wherever possible aim to come back to you with a resolution within 7 working days at every stage.

Step 1 - Talk to us

Our experienced and highly trained customer service staff will listen to the problem and do their best to help resolve your complaint quickly and to your satisfaction.

The quickest way to share your concerns with us is by telephone, but if you prefer, you can email or write to us.

Contact the relevant customer service team, who will do all they can to offer a solution the first time.

For complaints regarding a recent stairlift or homelift order (or newly installed domestic products) please call 01264 364311
We are available Monday to Friday 08:00-17:00

Or email customer.contact@stannah.co.uk or write to the Customer Services team, Stannah Stairlift and Homelifts, Watt Close, East Portway, Andover, Hampshire, SP10 3SD

For complaints regarding a recent lift order (or newly installed commercial products) please call 01264 339090. We are available Monday to Friday 08:00-17:00

Or email contact@stannah.co.uk or write to the complaints team
Stannah Lifts, Microlifts and Lift Services, Watt Close, East Portway,
Andover, Hampshire SP10 3SD

Please include any project reference numbers as part of your complaint

For aftercare complaints please call your local service branch
We are available Monday to Thursday 8:00 -17:00 and Friday 08:00-16:30

If you are unhappy with any aspect of our maintenance, repair or servicing please contact your local service branch. You can find contact details for your local service branch here:

www.stannahlifts.co.uk/contact-us/service-enquiries#find-a-service-branch

We hope you won't need to go past step 1. However, we want to give you every opportunity to make your case where you remain dissatisfied.

Step 2

In the unlikely event that the relevant customer services team does not resolve your complaint, we recommend contacting the relevant operational management team. You can use the same contact details as in Step 1, but please make it clear that this is a request for a Step 2 complaint, marking it for the attention of:

Stairlifts & homelifts orders
(or newly installed domestic products)

Customer Care
Supervisor

Lift orders (or newly installed
commercial lift products)

General Manager
(state division if known)

Aftercare - maintenance, repair and
servicing (for both domestic and
commercial lift products)

Branch Manager

Step 3

If you remain dissatisfied with the outcome, you have the option to approach the relevant Director with the issues you feel haven't been addressed.

Stairlift & homelift orders
(or newly installed domestic products):

Managing Director
Stannah Lift Services Ltd
T 01264 364311
E customer.care@stannah.co.uk

Lift orders
(or newly installed commercial lift products)

Managing Director
Stannah Lift Services Ltd
T 01264 339090
E slscomplaints@stannah.co.uk

Aftercare - maintenance, repair and servicing (for both domestic and commercial lift products)

Service Director
Stannah Lift Services Ltd
T 01264 364311
E slscomplaints@stannah.co.uk

Calling or emailing us will ensure you receive a quicker response. However, if you wish to write to us our postal address is:
Stannah, Watt Close, East Portway, Andover, Hampshire, SP10 3SD

In the rare event we're unable to help we'll advise of alternative impartial services. We promise we'll always do our best to help you, but sometimes, some matters are beyond our control. We welcome all feedback on our service which contributes to continuous improvement of our products and services.

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



Stairlifts & homelifts



Platform lifts



Passenger lifts



Goods & service lifts



Escalators & moving walkways



Refurbishment, service & repair