



**How to voice your
concerns & resolve
your complaints
with us**



An independent
family business
since 1867

Stannah

Introduction

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 experience gives us the opportunity to put matters right for you and improve our service in the future for all our customers.

Our experienced customer service staff are best placed to deal with your complaint and to work closely with you to resolve it. You can share your concerns with them by telephone or by letter.

Step 1

Contact the customer service staff at your Stannah service office or our head office and give them the first opportunity to deal with your complaint and put matters right.

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

Step2

In the unlikely event that your complaint has not been resolved by our customer service staff, please contact the branch manager at your local service office or our Customer Service Manager.

Step3

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

The Managing Director
Stannah Lift Services Ltd
Watt Close
East Portway
Andover
Hampshire
SP10 3SD
Tel: 01264 364311

The British Healthcare Trades Association (BHTA) leaflet 'Get Wise to Making a Complaint' is available from BHTA's head office at:

New Loom House
Suite 4.06
101 Back Church Lane
London
E1 1LU
Tel: 020 7702 2414
Fax: 020 76804048
Email: bhta@bhta.com
www.bhta.com

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www.stannahstairlifts.co.uk