



# 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, email or by letter.

### **Step 1**

Contact the customer service staff at your Stannah service branch 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.

### **Step 2**

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

### **Step 3**

If you still feel your complaint has not been dealt with to your satisfaction please telephone or write to: The Service Director, Stannah Lift Services Ltd, Watt Close, East Portway, Andover, Hampshire SP10 3SD Tel: 01264 364311

### **Step 4**

Should you feel your complaint has still not been resolved, you can then write to the TrustMark scheme operator Independence CIC (INCIC), a community interest company who will review your case independently and can provide access to alternative dispute resolution services should they be required. Their contact details are on the reverse of this leaflet.

Write to:  
Independence CIC  
Chislehurst Business Centre  
1 Bromley Lane  
Bromley  
Kent BR7 6LH  
Tel: 01322 867 401  
Email: [support@incic.org.uk](mailto:support@incic.org.uk)  
Web: [www.incic.org.uk](http://www.incic.org.uk)

About TrustMark  
[www.trustmark.org.uk](http://www.trustmark.org.uk)

The British Healthcare Trades Association (BHTA) leaflet 'Get Wise to Making a Complaint' is available from BHTA's head office at:  
British Healthcare Trades Association  
New Loom House  
Suite 4.06  
101 Back Church Lane  
London  
E1 1LU  
Tel: 020 7702 2414  
Email: [bhta@bhta.com](mailto:bhta@bhta.com)  
[www.bhta.com](http://www.bhta.com)