



How to voice your concerns & resolve your complaints 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 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.

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.

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
Web: www.incic.org.uk

About TrustMark
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:

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

Stannah Lift Services Ltd

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www.stannahstairlifts.co.uk