

Complaints Procedure

Working with you

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. 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.

Our experienced customer service staff are best placed to deal with your complaint and will work closely with you to resolve it. You can share your concerns with them by telephone, email or by letter. You should have been left details of who to contact once your stairlift has been installed but if you need a reference you can contact us at:

Stannah

20 Liberty Way
Franklin, MA 02038

Tel: 1-800-877-8247

Email: info@stannah.com