



Policy

Stairways Group are committed to providing a quality product and a quality service to all our customers. If you are not satisfied with either the product or service you have received from us we would like you to tell us about it.

All complaints are taken seriously, and any feedback is appreciated as it provides us with an opportunity to improve our standards.

If you have an issue or concern that your Sales Representative has not been able to resolve, and you would now like to make a formal complaint, please email the relevant email address below, the complaint will be logged onto our system and a member of the Stairways Management Team will get back to you.

For Doors: southam.admin@stairways.co.uk

For Stairs: walsall.admin@stairways.co.uk

Procedure

1. You will receive an acknowledgement email on receipt of your complaint within 48 hours.
2. Your complaint will be passed to the relevant Department/Manager who will then contact you within 2-3 working days to either, discuss a resolution to your complaint, or to gather more information so a full investigation can be carried out.
3. If a full investigation is required, a full written response to your complaint will be drafted and sent to you by the relevant Department Manager. In addition, the Manager may feel it is necessary to escalate your complaint to the Managing Director(s) who may wish to discuss the events surrounding your complaint directly with you.
4. If you are not satisfied with the outcome, you can make a written request to escalate your complaint. This will be reviewed by the Managing Director(s) who will respond directly.
5. If you remain unsatisfied with the decision, you can contact the relevant industry trade association.

