

Concerns and complaints

We aim to provide an efficient and effective service that can be accessed by all.

Raising a concern

If you have a concern about an organisation that has applied to, or received funding from us, please contact the Customer Information team. As custodians of grant-in-aid funding, we will always take your concerns seriously and have processes to ensure they can be investigated. [Find out more about raising a concern on our sister site, The National Lottery Fund's website.](#)

Making a complaint

We try to give the highest possible standard of customer service, but are aware that sometimes things may go wrong.

If you are unhappy or dissatisfied with your contact with us, a grant application that you have made or a grant awarded to you by us, [you can use the procedure explained on our sister site, The National Lottery Fund's website.](#)

Making a complaint will not affect, in any way, the level of service you receive from us.