

## **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.