

# Customer service charter

If you contact us for any reason, you are one of our customers. This customer service charter is a guide to the level of service you can expect.

Arts Council England

Big Lottery Fund

Heritage Lottery Fund

Sport England

UK Film Council

UK Sport



Awarding funds from

**The National Lottery**<sup>®</sup>

## Who we are and what we do

We are the group of public organisations who distribute the money raised from the National Lottery. We do this by awarding Lottery grants to art, education, health, environmental, heritage and sport projects, and to voluntary community groups.

Our sponsoring government department is the Department for Culture, Media and Sport.

### Our aim

Through our work we aim to improve people's quality of life, particularly in areas that are deprived.

### Customer service standards

We have agreed the following 11 standards to make sure we provide the best possible service and maintain high standards of customer care.

- We ask for the views of our customers and partners, and take account of those views in our work.
- We take account of, and respond to, our customers' needs.
- We make sure we are easy to contact, and that we answer phone calls, e-mails and letters quickly and efficiently, taking account of people's different communication needs.
- We aim to behave in a very professional way.
- We aim to be honest and open, and accept responsibility for our actions.
- We aim to provide clear and relevant information, guidance and feedback.
- For each grant funding programme, we aim to provide clear information throughout the process.
- We aim to process grant applications effectively and efficiently.
- We all use the same complaints process.
- We monitor our performance against our customer service standards, and aim to continually improve the service we offer.
- Each year, we will publish a statement on our progress against customer service standards.

## **Our grant funding programmes**

For each grant funding programme, we will provide clear information throughout the process.

In particular, we aim to do the following.

- Publish the aims for each programme, together with clear information about who is eligible to apply.
- Publish, as far as possible, the total budget available for the programme in the current year, how the budget relates to previous years' budgets, and any limits on the level of grant we are likely to award.
- Publish all the criteria we assess applications against, the process we will follow, and details of who will make the final decision on whether to fund a project (and how they will make that decision).
- Publish the standard terms and conditions that will apply to projects we fund.
- Explain, as early as possible in the process of claiming a grant, how

we will monitor projects we have funded, and how often.

- Provide clear information about the level of support available for people before they apply, and a phone line that can direct you to where you can find more information.

## **We will process grant applications effectively and efficiently.**

In particular, we aim to do the following.

- Let you know, in writing, that we have received your application. We will do this within five days of receiving your application and our letter will tell you how we will deal with your application, who will process it, and when the assessment is likely to start.
- Let you know when you can expect our decision, depending on when we receive your application. If we find that it will take longer to make our decision, we will let you know.
- Only ask you for more information if it is essential for us to assess your claim.

**If your application is successful, we will send you an offer letter. The letter will set out the following.**

- The name of your organisation.
- The name of your project.
- How much grant we have awarded.
- How long the grant is available for (if we are making more than one payment).
- Details of the level of support you can expect after you have received your grant.
- An estimate of the costs the grant is contributing towards.
- What you can and cannot use the grant for.
- Conditions you must keep to.
- Any further information or documents we need, or conditions you must follow, before we can award a grant.
- Details of monitoring and evaluation arrangements (including any records you must keep).

- Details of how we pay the grant.
- Guidance for promoting your project.

We promise not to withdraw the grant without carrying out a full investigation and giving you the opportunity to discuss with us why we have done so.

**If your application is not successful, we will:**

- tell you why, in writing;
- give you advice on why we may never accept your application, or advice on how you may be able to develop your project and succeed in the future; and
- give you the opportunity to discuss the matter with us.

This charter is effective from 1 April 2005 and replaces any previous customer charters published by individual distributors.

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April 2005

ISBN: 0-7287-1095-1

This is the large print version.

