Customer service

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

Our customer service

Our customer service charter sets out the service you can expect to receive from a National Lottery distributor.

We are always looking for ways to improve our services. Please contact us to let us know what we are doing well and what we could do better.

Please contact the digital team if your comment is specifically about the website, or one of our other online channels.

Accessible formats

We are committed to being open and accessible, and want to make sure that our services are accessible to all.

If you need help to make an application or access our services and information, please contact us for information on the type of support that we can provide.

Read more about the reasonable adjustments we can make for you

Raising a concern

If you have a concern about an organisation that has applied to or received funding from us, please contact the Customer Services team. As custodians of money raised by National Lottery players and grant-in-aid funding, we will always take your concerns seriously and have processes to ensure that they can be investigated.

Find out more about raising a concern

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 or the National Heritage Memorial Fund, please contact the office you first dealt with who will try to put things right.

If you are unsure who to speak to, or if you do not want to speak to the person involved in your complaint, please contact the Customer Services team.

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

As part of our commitment to providing an open and transparent service, we publish reports on our website made by the Independent Complaints Reviewer (ICR) on stage three complaints. We will only do this with your permission. We also publish our response to the ICR's recommendation.

Find out more about making a complaint in:

- England, Wales and Northern Ireland
- Scotland

Contact with our staff

We are committed to treating all customers fairly and professionally. We expect the same behaviour in return.

If we consider someone's behaviour unacceptable, we'll give a warning and ask them to change it. If the behaviour continues, we may restrict contact.

Any action we take will be evidence-based and proportionate, balancing the wellbeing of our staff with the interests of the customer.

Find out more about our policy on dealing with unacceptable behaviour.

Fraud alert

Have you been told you can receive money from us? The National Lottery Heritage Fund (previously known as The Heritage Lottery Fund) **only gives funding in response to grant applications**. We do not operate a lottery, award prizes or distribute money in any other way.

Read more about fraud attempts that use The National Lottery Heritage Fund's name.

Contact

If you require advice or further guidance, our teams are contactable Monday to Friday, 9am-5pm

Contact the Customer Services team by:

Telephone: 020 7591 6044

Email: enquire@heritagefund.org.uk

Textphone (via Relay UK) or Relay UK app: 18001 plus 020 7591 6044