

# Customer service charter

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## Who we are and what we do

We are part of a group of public organisations (the lottery distributors) that distribute money raised from the National Lottery to good causes.

That group is made up of:

- Arts Council England;
- Arts Council of Wales;
- Big Lottery Fund;
- The British Film Institute;
- Heritage Lottery Fund;
- Sport England; and
- UK Sport.

We give grants to a wide range of projects relating to:

- the arts;
- film;
- the UK's heritage;
- health, education and the environment;
- the voluntary and community sector; and
- sport.

If you contact us for any reason you are one of our customers. This customer service charter sets out the service you can expect.

If you have any particular communication needs, or need information in other languages or format, please contact the lottery distributor you are dealing with.

## Customer service principles

We aim to:

- consider the views of our customers;
- be efficient, effective and accessible;
- be honest, open and accountable for our actions;
- provide clear and appropriate information, guidance and feedback;
- share and learn from best practice in order to continually improve the service we offer; and
- publish an annual statement on customer service.

All the lottery distributors have agreed to use the same process for reviewing complaints. If you have a complaint about the service you have received from one of the lottery distributors, please contact them direct.