
Raising a concern

The Heritage Lottery Fund (HLF) and the National Heritage Memorial Fund (NHMF) are committed to providing high-quality customer services.

As custodians of money raised by National Lottery players and grant-in-aid funding, we will always take your concerns seriously, and we have processes to ensure that they can be investigated.

This guidance explains how to raise a concern about an organisation that has applied to, or received funding from us and how we deal with it.

What can we consider through this process?

You can raise a concern about:

- › a current application for funding,
- › a project being carried out, or
- › an alleged breach of the terms and conditions of our grant.

If you are raising concerns about a decision that we have taken to fund an applicant, we will review the information that you provide and whether it would have affected our decision. Please note:

- › We cannot enter into a discussion about any disagreement you have with a particular funding decision unless it involves a breach of the terms and conditions of the funding.
- › We cannot become involved in any personal disagreement you may have with a particular grant recipient. If your concern is a personal disagreement you should direct this to the organisation concerned.
- › While we can take action to investigate breaches of a funding agreement, we cannot enforce the law. If your concern involves an alleged breach of the law, for example a fraud, you should report this to our Finance department.

Email: robins@hlf.org.uk
or **notify the police**

RAISING CONCERNS

If you wish to raise a concern then please contact the Customer Information team by:

Email: enquire@hlf.org.uk
Phone: **020 7591 6044**

If you experience or anticipate any barriers to raising a concern, or need information in other languages, or in another format, please contact us for information on the type of support we can provide.

RESPONDING TO YOUR CONCERNS

We will let you know within 10 working days if we intend to investigate your concern. Once we have investigated your concern we will tell you whether we will take any action as a result.

RIGHT TO CONFIDENTIALITY

As part of a review of your concern we may need to contact the organisation that we have funded. If we do this we will respect your anonymity and will honour any specific requests that you make regarding confidentiality.

Similarly, if you work for the organisation that you are raising a concern about, or are a named contact on a grant application to us, and you would like us to keep your details confidential, please advise us of this at the time you tell us your concerns. Your request will be respected.

If we receive information that suggests people may be at risk, we may need to share this information with the police or other appropriate authorities. In these cases, we would still take steps to preserve your confidentiality.