



Our service

Being supportive to our customers is very important to us. We want to give you the best possible service so you can concentrate on your project and making a difference to communities most in need.

To help us to do this you can expect us to be:

Responsive When you ask us something we will let you know when you can expect a response and keep you informed about the progress of your query.

Understanding We will make sure you get the right response from the right person.

Respectful We will be supportive and professional in our communication with you. We will protect your personal information and tell you how it will be used.

Open We will be clear, open and honest with you. The language we use will be friendly, accessible and jargon-free. We will consider your communication needs. We will ask for, listen to and use your feedback.

Our plans

We are committed to improving our relationship with you and the service you receive. Over the next three years, we promise to:

- improve our services based on a better understanding of your needs
- involve you in developing, designing and testing our programmes and services
- help you to learn from and share good practice with us and others so that you can deliver an even better service to your beneficiaries
- support you in using digital technology to administer and promote your project
- develop our staff to help them deliver consistently excellent customer service.

**We'd love to hear your feedback on our plans.
Please get in touch at customer.services@biglotteryfund.org.uk**