

Complaints

We strive to provide a high-level of customer service and be responsive to your needs, within the resource constraints we have to operate to. Should you be unhappy with the way your application or grant is being administered, please raise this with your main contact in the first instance, who will try to put things right.

If you are unhappy with the way in which your contact has tried to address your concerned and would like to raise a formal complaint, please write to the Foundation Director, who will try to resolve the matter. If your complaint relates to the Foundation Director, please write to the Chair of the Foundation.

The Director can be contacted on danielle.walker@friendsprovidentfoundation.org.uk