



Customer behaviour policy

Rules about what happens if people treat our staff badly



About us



We are the National Lottery Community Fund.

Community groups can ask us for money to help their work.

This could be working on things like:

- shared gardens
- music or activity groups
- classes to learn how to use a computer



The groups who get money from us use it to make their work even better.

These groups are called our **customers.**

How we talk to and treat our customers



We talk to lots of different groups and people in our work.



We talk to our customers:

- face to face



- on the phone



- by email



- on **social media**. **Social media** is things like Facebook and Instagram



We always think about everyone's needs. We make sure we talk to our customers in the best way for them.



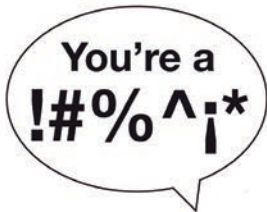
We treat everyone we talk to with respect. And customers should treat all our staff with respect too.

How some customers treat our staff

Sometimes, customers treat our staff badly by:



- shouting at them



- using words that are upsetting



- threatening them



- lying to them



- getting in touch when they do not really need to



Sometimes the same people do these things lots of times.



It is important for us to protect our staff. We want them to feel safe and happy at work.



We have some rules about what we will do if someone does not treat our staff with respect.

What we will do



The first time it happens, we will:

- tell the customer why we do not like what they have said or done



- make sure the customer understands how they should treat our staff



- tell them that if they do it again, we might use some new rules for how they talk to our staff



If someone does something that could harm our staff, we will tell the police.

We will do this straightaway.

What happens next

If the same person carries on treating our staff badly, we will:



1. Give them a warning. This means we will ask the person to stop.

We will tell them if they do not stop, our organisation might not talk to them again.



2. If the person does not listen to our warning, 1 of our managers will decide what happens next.

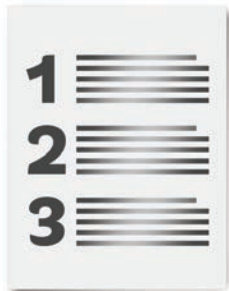


The manager will make some rules about how often the person can contact us and when.



If the manager makes some rules for a person, we will write to them.

We will write down:



- what warning the person has already had from us



- our plan for what we will do next and what this means for the person



- if we make some new rules, how long the rules will last for



We might ask to talk to a different person from the organisation.



If the problem is serious we will stop working with the person.



We always make sure we think about our customers needs and treat everyone fairly.

What people can do if they are not happy with what we say



If someone does not agree with the rules we give them, they can write to tell us.



They should say:

- why they do not agree with us

and



- why they think they do need to keep talking to our organisation

For more information



Contact us if you have any questions or want more information about the way we work.



Phone:

0345 4 10 20 30



Email:

customer.services@tnlcommunityfund.org.uk



Write to:

The National Lottery Community Fund

**Society Building
Regents Wharf
8 All Saints Street
London
N1 9RL**