

Applicant and grantee surveys

16/10/2013

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20498_-_hlf_grantee_and_applicant_customer_care_2016_fv2_270217.pdf	912.57 KB
hlf_grantee_and_applicant_customer_care_2015.pdf	923.46 KB
applicant_and_granteesurveys_2014.pdf	1.4 MB
applicant_and_grantee_surveys_2012_2013.pdf	851.71 KB

Throughout each year we undertake a survey of applicants and grantees, to gather their feedback on our work. The most recent report from these surveys is from September 2015 and focuses on our application, grant assessment and monitoring procedures. It provides feedback across all parts of the UK and every grant programme.

Find out more in the report, including: how people rated their dealings with HLF staff; methods of applying; suggested improvements; and the use of monitoring forms.