



Feedback

As part of our commitment to continuously improving our work and maximising our philanthropic impact, we welcome your feedback – comments, complaints or suggestions.

Suggestions

If you have any suggestions of how we could improve our grant making systems and processes, please let us know. Your feedback will be used as part of planning the improvement and delivery of our work. We do not normally respond to comments and suggestions unless we need to clarify something with you.

Complaints

We take our responsibilities as charity trustee seriously and have a thorough process for assessing grant applications. The decisions we make on expressions of interest and grant applications are final and so any complaints relating solely to the outcome of funding decisions will not be taken forward.

We do recognise the effort involved in submitting an application. Therefore, if you feel that we have fallen short or would like to seek further advice, please raise this with the member of staff you had contact with.

If you are not satisfied with their response then you can make a written complaint by email (grants@mercercs.co.uk) or by letter (Grant Complaints, The Mercers' Company, 6 Frederick's Place, London, EC2R 8AB). When making a written complaint please be specific and explain all the relevant circumstances so that we can look into it and respond to you.