



Our Fundraising Promise

We are members of the Fundraising Standards Board (FRSB) self-regulatory scheme. The FRSB works to ensure that organisations raising money for charity from the public do so honestly and properly. As members of the scheme, we follow the [Institute of Fundraising's Code of Fundraising Practice](#) and comply with the key principles embodied in the Code and in this Promise

We Are Committed to High Standards

- ❖ We do all we can to ensure that fundraisers, volunteers and fundraising contractors working with us to raise funds comply with the Code and with this Promise
- ❖ We comply with the law including those that apply to data protection, health and safety and the environment

We Are Honest and Open

- ❖ We tell the truth and do not exaggerate
- ❖ We do what we say we are going to do
- ❖ We answer all reasonable questions about our fundraising activities and costs. Please contact us, visit our website or see our Annual Report if you require further details

We Are Clear

- ❖ We are clear about who we are, what we do and how your gift is used
- ❖ Where we have a promotional agreement with a commercial company, we make clear how much of the purchase price we receive
- ❖ We give a clear explanation of how you can make a gift and amend a regular commitment

We Are Respectful

- ❖ We respect the rights, dignities and privacy of our supporters and beneficiaries
- ❖ We will not put undue pressure on you to make a gift and if you do not want to give or wish to cease giving, we will respect your decision
- ❖ If you tell us that you don't want us to contact you in a particular way we will not do so

We Are Fair and Reasonable

- ❖ We take care not to use any images or words that cause unjustifiable distress or offence
- ❖ We take care not to cause unreasonable nuisance or disruption

We Are Accountable

- ❖ If you are unhappy with anything we've done whilst fundraising, you can [contact us](#) to make a complaint. We have a complaints procedure, a copy of which is available here. If we cannot resolve your complaint, we accept the authority of the FRSB to make a final adjudication

