

The Donors' Charter

When you consider making a gift to charity, we undertake that:

All communications surrounding it will be honest, truthful and will comply with the law

Your right to privacy will be respected and you will not be subjected to any form of pressure

Your gift will be applied to the purpose for which it was originally requested

Your gift will be used in a way that preserves the dignity of the beneficiary

Your gift will be handled responsibly and to the greatest advantage of the beneficiary

Fundraisers and the organisations that they represent will consider how they meet your wishes as a donor and will be transparent in their dealings with you

Fundraisers will respect your needs for confidentiality and will comply with the law relating to fundraising and the use of personal data

Fundraisers will strive to achieve the highest professional standards at all times

Any concerns you may have relating to these points will be handled swiftly and effectively by the organisations with which they are raised.

The Complaints Procedure: How to Raise Your Concerns

Where your concerns relate to fundraising, you should initially contact the charity concerned:

- through its fundraising department
- if you are not satisfied with the initial response, contact the charity's chief executive officer in writing. If you are not satisfied with this response, contact the charity's trustees.

If these options do not meet your concerns, contact the Institute of Fundraising. You will need to provide:

- details of your concerns
- details of previous contact with the charity
- any other supporting material.

The Institute will examine your case and will contact you to let you know how it proposes to act on it.

The Institute will contact the charity concerned and, unless requested not to, will provide it with copies of all correspondence.

The Institute will invite the trustees of the charity to respond to the complaint and will notify you of the outcome of this action.

Where your concerns relate to Public Collections, contact:

- the local authority licensing officer
- the Metropolitan Police.

Where your concerns relate to:

- dishonest handling of funds
- misapplication of charitable funds
- actions that contravene the charity's trust deed or charity law
- actions that threaten to bring the charity into disrepute

and the Institute of Fundraising is unable to resolve your dispute with the charity, the Institute will refer your concerns to the Charity Commission, OSCR or the Northern Ireland Charities Branch of the Department of Health and Social Services.

Charity Commission,
Harmsworth House,
13-15 Bouverie Street, London EC4Y 8DP
Tel: 0870 333 0123
Website: www.charity-commission.gov.uk

Office of the Scottish Charity Regulator
Argyll House, Marketgait, Dundee, DD1 1QP
Tel: 01382 220 446
Website: www.oscr.org.uk

Department for Social Development (N. Ireland)
Voluntary and Community Unit
3rd Floor, Lighthouse Building, 1 Cromac Place,
Gasworks Business Park, Ormeau Road, Belfast, BT7 2JB
Tel: 028 9082 9414
Website: www.dsdni.gov.uk