

ISPCC Donor's Charter

Our commitments to our Donors follow the fundraising principles of the Charities regulator¹, they are set out below and are publicly available on our website.

Principles

1. Respect

- 1.1 All fundraising will respect the rights and dignity of donors, beneficiaries and the public.
- 1.2 Fundraising activities will not be unreasonably persistent, intrusive or place undue pressure on people to donate. Should someone not wish to donate, or wish to cease making a donation, that decision will be respected.
- 1.3 Beneficiaries will not be presented in a disrespectful way in promotional activities and, where possible and appropriate, clients and beneficiaries will have an input into the promotional strategies of the ISPCC.

2. Honesty and Integrity

- 2.1 Fundraising will occur in an honest and truthful manner.
- 2.2 Fundraisers will act with integrity and not misrepresent the ISPCC, its need for funds or how they will be applied.
- 2.3 Questions about fundraising activities and fundraising costs will be answered honestly and in a timely manner.
- 2.4 Information about the ISPCC's charitable purpose and activities will be made freely available.
- 2.5 Charitable donations and gifts will be used for the purposes for which they were donated.

3. Transparency and Accountability

- 3.1 The ISPCC will take responsibility for its actions and will be capable of explaining, clarifying and justifying those actions.
- 3.2 The ISPCC's trustees and management will explain and account to donors and the public for the ISPCC's actions.
- 3.3 The ISPCC will operate in an open, frank and honest way and will ensure that transactions, operations, information and communications are easily understood by donors and the public alike.
- 3.4 The ISPCC will clearly identify to donors and the public the cause for which the fundraising is occurring and how donations will and are being used.
- 3.5 The ISPCC will provide ways whereby those interested can easily contact the ISPCC.
- 3.6 The ISPCC will have a procedure in place to address complaints.

¹ Charities Regulator (2017): Guidelines for Charitable Organisations on fundraising from the Public.