

## Our Fundraising Promise

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Lancashire Mind strives to conduct all its fundraising activities in a fair and respectful way.

This is our promise to you:

### **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 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

### **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 on request.
  - Email [complaints@lancashiremind.org.uk](mailto:complaints@lancashiremind.org.uk)
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