



## Donor Charter

As a charity seeking donations from the public we, North West Hospice, aim to comply with the Statement of Guiding Principles for Fundraising. Our pledge is to treat all our donors with respect, honesty and openness.

We commit to being accountable and transparent so that donors and prospective donors can have full confidence in North West Hospice.

We promise we will effectively apply your gifts to North West Hospice for the ongoing provision of specialist palliative care services in our region.

We commit that you, our donors and prospective donors, will:

- Be informed of our mission, and of the way we intend to use donated resources
- Be informed of the identity of those serving on the organisation's governing Board, and that the Board will exercise prudent judgement in its stewardship responsibilities.
- Have access to our most recent financial statements.
- Be assured your gifts will be used for the purposes for which they were given.
- Receive appropriate acknowledgement and recognition.
- Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law.
- Expect that all relationships with individuals representing North West Hospice will be dealt with professionally.
- Be informed whether those seeking donations are volunteers, employees of the organisation or hired third party agents.
- Have easily available the agreed procedures for making and responding to complaints.
- Have the opportunity for any names to be deleted from mailing lists and to be informed if we intend to share mailing lists with third parties.
- Receive prompt, truthful and forthright answers to questions you might have of us.