



*The English Concert*

## Our fundraising promise

This promise outlines our commitment to donors and the public for all voluntary giving, including legacies. The English Concert is registered with the Fundraising Regulator and we adhere to their rules and standards to ensure our fundraising is legal, open, honest and respectful. The standards for fundraising are set out in the Code of Fundraising Practice.

<https://www.fundraisingregulator.org.uk/code>

### 1. We commit to high standards

- We adhere to the Fundraising Code of Practice.
- We will monitor fundraisers, volunteers and any third parties working with us to raise funds, to ensure that they comply with the Code of Fundraising Practice and with this Promise.
- We comply with the law as it applies to charities and fundraising.
- We display the Fundraising Regulator badge on our fundraising material.

### 2. We are clear, honest and open

- We tell the truth and we will not exaggerate.
- We do what we say we are going to do with donations we receive.
- We are clear about who we are and what we do.
- We give clear explanations of how to donate and change a regular donation.
- If we ask a third party to fundraise on our behalf, we will make this transparent.
- We are able to explain our fundraising costs and show how they are in the best interests of our cause if challenged.
- We will provide clear, evidence-based reasons for our decisions on complaints.



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### **3. We are respectful**

- We respect your rights and privacy.
- We do not put undue pressure on you to make a gift. If you do not want to give or wish to cease giving, we will respect your decision.
- We apply extra diligence in dealing with people in vulnerable circumstances and share our safeguarding procedure on request.
- Where the law requires, we get your consent before we contact you to fundraise.
- If you tell us that you don't want us to contact you in a particular way we will not do so. We will work with the Fundraising Preference Services to ensure that those who choose not to receive specific types of communication don't have to.

### **4. We are fair and reasonable**

- We treat donors and the public fairly, showing sensitivity and adapting our approach depending on your needs.
- We take care not to use images or words that may cause distress or anxiety.

### **5. We are accountable and responsible**

- We manage our resources responsibly and consider the impact of our fundraising on our donors, supporters and the wider public.
- If you are unhappy with anything we've done whilst fundraising, you can contact us to make a complaint. We will listen to feedback and respond appropriately.
- We have a complaints procedure, a copy of which will be available on request.
- If you feel our response is unsatisfactory we will let you know how to contact the Fundraising Regulator.
- We will monitor and record any complaints we receive each year and share this data with the Fundraising Regulator on request.