

FUNDRAISING PROMISE

You, our valued community of supporters, are a vital part in the continued provision of high standard, individual and essential hospice care locally. Without you, more local people would not be able to access the expert care and support needed at such a difficult time in their lives.

You are at the heart of our activity and achievements, and we want to ensure you feel confident and informed about the impact your generosity and thoughtfulness has on the community the hospice serves.

Therefore, to ensure you have a great experience when donating to us or fundraising on our behalf we promise to:

1. **Be Honest and Transparent:**

- Clearly communicate our mission, values, and how your donations will be used.
- Be open about our fundraising costs and how they contribute to the work of the hospice.
- Provide regular updates on the impact of your donations.

2. **Respect Your Choices:**

- Never pressure you to donate.
- Respect your decision to decline or withdraw support.
- Handle your personal information with care and confidentiality and in accordance with data protection law.
- We will only communicate with you if you wish to hear from us and in a way that suits you and we will respect your right to [manage your preferences](#) too.

3. **Fundraise Responsibly:**

- Comply with all relevant laws and regulations, including the Fundraising Regulator's Code of Practice.



FUNDRAISING PROMISE

- Avoid causing undue distress or annoyance.
- Treat everyone with dignity and respect.

4. Be Accountable and Transparent:

- Be accountable for our fundraising practices.
- Have clear systems in place to manage complaints and inquiries.
- Regularly review and improve our fundraising processes.
- Provide ways for you to contact us when needed. Our Supporter Care team is on hand to answer any queries and take feedback, and our Fundraising team will be available to support you in your fundraising.

[Contact Us](#)

By signing up to the Fundraising Promise, Dove House Hospice commits to the highest standards of fundraising. We believe that trust and transparency are essential for building strong relationships with you, our supporters.