

Fundraising policy

1 Introduction and Overview

- 1.1 This ethical fundraising policy sets out how we manage the ethical issues and social responsibility within fundraising.
- 1.2 We aim to be open, honest and fair at all times, and to operate in a legal way that meets not only the law, but also fundraising regulation and best practice, including the [Code of Fundraising Practice](#).
- 1.3 Everyone who is involved in fundraising has a responsibility to be aware of and comply with the ethical issues and procedures in this policy.
- 1.4 We will always be honest about what we can achieve when asking for funds, submit realistic budgets, use the funds for the purpose intended and ensure that we provide any reports required, on time.

2. Charity Commission Fundraising Regulations – Trustees

- 2.1 The trustees are aware of and will comply with [Charity Commission guidance CC3a](#), regarding trustees' responsibilities, particularly in relation to always acting in the charity's best interests and managing any conflicts of interest.
- 2.2 The trustees are also aware of and follow the 6 principles in Charity Commission 20 ([Charity Fundraising: a guide to trustees duties](#)).
- 2.3 The Trustees accept responsibility for ensuring that everyone in the organisation involved with fundraising is aware of and consistently complies with the regulatory guidance on fundraising behaviours and will respond promptly and effectively to any fundraising complaints.

3. Charity Supporters and Donors

- 3.1 Supporters have a right to expect us to provide clear, truthful information on our work, including reporting on how we spend the funding we are given and managing donors' information responsibly.
- 3.2 We will comply with the guidance issued by the Charity Regulators and UK law, including in respect of openness and honesty with our supporters and members of the public.
- 3.3 We will respect the privacy and contact preferences of our donors. We will respond promptly to requests to cease contacts or complaints and act to address their causes.

- 3.4 We will remain mindful of vulnerable donors and will not place any undue pressure on individuals to donate.

4. Protecting and Respecting SympMamm Beneficiaries

- 4.1 We will always respect our beneficiaries in our communications and portray them in the way they would wish to be seen. We will only use personal information that they have given consent for and for the purposes they have agreed and will not disclose anything that might put them at risk, particularly children and vulnerable people.

5. Protecting & Respecting Staff and Volunteers

- 5.1 We have zero tolerance for abuse, including discrimination, bullying and sexual harassment, not only for fundraising staff and volunteers, but for anyone who is involved with our charity. We will maintain a culture of respect and equality, will ensure that there are processes to raise concerns that everyone is aware of and is confident to use and we will deal with any allegations of abuse promptly and sensitively.

6. Fundraising Due Diligence

- 6.1 We will undertake reasonable due diligence of donors, to ensure they don't hold views or are involved in activities that might be incompatible with our role and damage our reputation. In terms of donations, we will ensure that any gift is safe to accept and, doing so, would be in the best interests of the charity. We will also consider issues, such as suspicious donations, or managing large anonymous gifts, or those from vulnerable individuals.

7. Refusals & Acceptance of Donations Policy

- 7.1 We abide by the law which requires us, in deciding whether to accept or refuse a donation, to consider which action is in the charity's best overall interest.
- 7.2 We will not accept donations if the donor is known to be associated with criminal sources and/or illegal activity or if accepting a donation may impact adversely on SympMamm's reputation.
- 7.3 Additional checks will be made for unsolicited and anonymous significant donations, and any donation over £10,000. A donation may be refused if additional checks cannot provide enough assurance that the source complies with this policy

8. Fundraising Commercial Partners



8.1 We will not partner with any organisation that produces goods/services or acts in a way that is contrary to our charitable objects, or values.

9. Restricted Donations

9.1 If supporters wish their donation(s) to be used in a specific way, or for a specific purpose, they may make a restricted donation by providing written instructions with their donation. We will always respect this. If we are unable to use the donation in the manner specified then we will discuss alternatives with the donor.

10. Fundraising Complaints

10.1 Although we will make every effort to ensure a positive relationship with our donors, supporters and beneficiaries, we recognise that from time to time there may be situations in which an individual or organisation might wish to make a complaint about SympMamm. We have therefore set out a Complaints Procedure. Please contact us to view our full complaints procedure.

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Policy updates	