

Donor Charter

As a charity seeking donations from the public we, **The Counselling Centre** aim to comply with the *Statement of Guiding Principles for Fundraising*:



- Our pledge is to treat all our donors with respect, honesty and openness at all times.
- We commit to being accountable and transparent so that donors and prospective donors can have full confidence in The Counselling Centre.
- We promise we will effectively apply your gifts to us for their intended purposes.
- We commit that you, our donors and prospective donors will:
 - If required to 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.
 - If required have access to the organisation's most recent financial statements.
- Be assured your gifts will be used for the purposes for which they were given.
- Receive appropriate acknowledgement and recognition in writing and taking any specific requests you may have around this with due care.
- 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 the charity 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 the organisation intends to share the mailing lists with third parties.
- Receive prompt, truthful and forthright answers to questions you might have of the organisation.