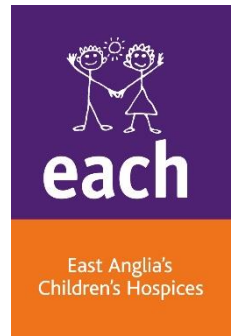


EACH Supporter Standards

East Anglia's Children's Hospices (EACH) values your support and we want to understand and surpass your expectations of us.

We recognise that without your support we would not be able to deliver our specialist care to the children, young people and families who need us.



We will...

- Always treat you with courtesy and respect.
- Respond to donations, enquiries and correspondence within five working days* of receipt.
- Welcome you to our fundraising offices (*open weekdays from 9.00am to 5.00pm*).
- Listen to your feedback and use it to help improve our performance.
- Answer your questions about our operational activities and costs with transparency and honesty, ensuring our information is up-to-date and accurate.
- Provide clear information about how you can donate or change a regular commitment.
- Explain how your donation is used.
- Respect your rights, dignity and privacy.
- Ensure we never pressure you to donate and respect your decision not to.
- Accept if you ask us not to contact you again, or in a particular way.
- Treat all communications with you as confidential and not share your personal details without your permission.

**Christmas is a particularly busy time for us in terms of fundraising activity. While we still strive to meet our five-day aim, this may take a little longer in December and early January.*

If we do not meet our standards

There may be times we don't meet our own high standards. We will always acknowledge when we have got something wrong and treat this as an opportunity to improve. Should this happen, we invite you to:

1. Contact **EACH Supporter Care** on 01223 800 807 or supportercare@each.org.uk
2. Email complaints@each.org.uk
3. Write to the EACH Director of Fundraising at:
East Anglia's Children's Hospices (EACH), Church Lane, Milton, Cambridge, CB24 6AB.

Please always tell us your name and contact details so we can respond quickly. We have found the best way to resolve a problem for you is by phone, so we can fully understand and resolve the issue.

After taking any of the above three approaches, we will aim to resolve your issue within 14 working days. Should this time limit need to be extended we will always keep you fully informed.

Dispute resolution

EACH is committed to the highest standards in fundraising practice. We are a member of the Institute of Fundraising and registered with the Fundraising Regulator. If you feel your complaint has not been resolved by us then the Fundraising Regulator can investigate. You will need to contact them within eight weeks of receiving your response from us.

Contact: Fundraising Regulator, 2nd Floor, Mezzanine Building, 49 – 51 East Road, London, N1 6AH.
Tel: 0300 999 3407; www.fundraisingregulator.org.uk.



**Thank you for
your support.**