

# EACH's Supporter Standards

At East Anglia's Children's Hospices (EACH), we value your support of our work and we want to surpass your expectations of us. Without your support we would not be able to continue to provide care for children and their families living with life-threatening conditions and complex healthcare needs.

There may be times when we do not meet our own high standards. When this happens, we want to hear about it, resolve it for you, and put measures in place to stop it happening again.

## Supporter Standards

**Here is what we aim to do in terms of the Supporter Standards we set ourselves:**

- We will treat you with courtesy and respect.
- We aim to respond to fundraising donations, enquiries and correspondence within 5 working days of receipt at EACH.
- Our offices (not the hospices) are open 9am – 5pm weekdays and we will be pleased to receive visitors there.
- We will answer your questions about our fundraising activities and costs.
- We respect the rights, dignities and privacy of our supporters and service users.
- If you tell us that you do not want us to contact you again or in a particular way, we will not do so.
- We will listen to your feedback and use it to help improve our performance.
- We will answer your questions about our operational activities and costs with transparency and honesty, ensuring our information is up-to-date and accurate.
- We will provide clear information about how you can donate or change a regular commitment.
- We will explain how your donation is used.
- We will ensure we never pressure you to donate and respect your decision not to.
- We will treat all communications with you as confidential and not share your personal details outside of EACH without your explicit permission.

**Christmas is a particularly busy time for us in terms of fundraising activity, and so during December & early January it may take a little longer than usual to acknowledge your generous support. Please bear with us at this time.**

## Complaints procedure

**We take complaints seriously and treat them as an opportunity to help us improve.**

1. You can call us on **01223 800 800**. Please select '**Option 2**' for Fundraising and then '**Option 1**' for our Central Fundraising Team; you will be put through to our Fundraising office at Milton in Cambridge. The nominated Complaints Co-ordinator for EACH are the Supporter Care Officers.
2. You can write to the Supporter Care Officers at: EACH, Church Lane, Milton, Cambridge, CB24 6AB
3. Or you can email us at [supportercare@each.org.uk](mailto:supportercare@each.org.uk).

Please always let us know your name, address and contact telephone number so that we can get back in touch with you easily. We have found that the best way to resolve a problem for you is by telephone so that we can fully understand the issue and gather all of the information we need to resolve the issue.

After taking any of the three approaches outlined above, **we will then aim to respond to you within 14 working days**. Where this time limit cannot be met, we will keep you informed.

## Dispute resolution

EACH is committed to the highest standards in fundraising practice. We are registered with the Fundraising Regulator and committed to the 'Fundraising Promise'. If you feel that your complaint has been unresolved by us then the Fundraising Regulator can investigate. You will need to contact them within eight weeks of receiving your response from us.

Fundraising Regulator, 2nd Floor, Mezzanine Building, 49 – 51 East Road, London, N1 6AH  
Tel: 0300 999 3407, email: [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)



East Anglia's  
Children's Hospices

**Thank you for your support.**