

EACH – Our Donor and Supporter Standards

At East Anglia's Children's Hospices (EACH), we greatly value your support and strive to exceed your expectations in every interaction with us. Your generosity enables us to deliver all-encompassing, lifelong care that includes a comprehensive range of services to support both bereaved and non-bereaved families. Our aim is to ensure the best possible quality of life for babies, children and young people.

While we always aim to provide the highest standard of service to our donors (those who donate) and supporters (those who fundraise), there may be occasions when we do not meet your expectations. If this happens, please let us know so we can address your concerns, resolve the issue and improve our standards. Here is what we aim to do in terms of the Donor and Supporter Standards we set ourselves:

- We ensure our fundraising is legal, open, honest and respectful.
- We will treat you with courtesy and respect.
- 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 respect the rights, dignities and privacy of our donors, supporters, and those we care for. We will never put undue pressure on you to donate, intrude on your privacy, we will not use unreasonably persistent approaches and will always accept a request to end an interaction.
- 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 always explain that we are not offering financial advice when talking about any financial benefits to a donor.
- We will never take advantage of the trust, lack of knowledge, apparent need for care and support, or vulnerable circumstances of our donors.
- Where relevant, we will provide you with appropriate guidance to support fundraising activity.
- We will listen to your feedback and use it to help improve our performance.
- We will provide clear information about how you can donate or change a regular commitment and we will treat you fairly to ensure you can make an informed decision about donating.
- We will always take reasonable steps to protect our fundraisers from harm and harassment.
- We will treat all communications with you as confidential – our [Privacy Policy](#) outlines how we use personal data.
- We will explain how your donation is used.

Donor standards

Our fundraisers are here to share our work with you, answer your questions, and help you make informed choices about how you support us. We believe the very best relationships are built on mutual respect, openness and trust. As part of that partnership, we ask our donors and supporters to share the values outlined in our [Donor Code of Conduct](#).

Fundraising complaints procedure

We take concerns and complaints seriously and treat them as an opportunity to help us improve. The nominated Complaints Coordinator for Fundraising at EACH is the Head of Fundraising Operations. You can contact us with a complaint related to fundraising as follows:

- In person: with a member of staff at one of our fundraising events and offices
- By phone: **01223 800 800**
- By email: complaints@each.org.uk
- Via our website: www.each.org.uk/contact-us
- Write to: **EACH, Church Lane, Milton, Cambridgeshire, CB24 6AD.**

You can also read our [Concerns and Complaints procedure](#) for further guidance.

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 one year of logging your complaint with us.

- Visit: www.fundraisingregulator.org.uk
- Call: **0300 999 3407**
- Write to: **Fundraising Regulator, 50 Featherstone Street, London, EC1Y 8RT**

Thank you for your support of East Anglia's Children's Hospices. We are proud to work in partnership with our supporters and donors and remain committed to treating you with respect, openness and gratitude in every interaction.

Together, we can continue to provide vital care and support to families across East Anglia when they need it most.