Our partnership with you

Donor code of conduct

Thank you so much for choosing to support East Anglia's Children's Hospices (EACH). Your generosity helps us be there for children, young people and families during some of the most challenging times of their lives. We are truly grateful for your kindness and belief in our work.

When you make a donation, you are giving voluntarily to support our mission, rather than purchasing a product or service. 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 supporters to share these values:

Respect and kindness

You will always be treated with courtesy, honesty and gratitude by our team, and we ask that our staff and volunteers are treated in the same way. We are committed to creating a welcoming and inclusive environment for everyone. EACH is committed to taking all reasonable steps to prevent harassment and protect the wellbeing of our employees and volunteers. We therefore expect all third-party organisations and individuals working with us to behave in a professional, respectful and considerate manner. Harassment, bullying, discrimination, sexual harassment, intimidation or any other unacceptable conduct towards our people will not be tolerated. Where concerns are raised, EACH will investigate and take appropriate action in accordance with our policies and legal obligations

Shared purpose

We recognise that generous donors can have influence, and we deeply value your passion for our cause. At the same time, we ask that support is given with our charitable purpose at heart. Your gift is intended to help us care for children and families, and does not come with expectations of personal benefit, preferential treatment, or influence over our governance, leadership or day to day operations.

Integrity and trust

We promise to use your donation responsibly and for the purpose it was given, to thank you sincerely, and never to place you under undue pressure to give more. In return, we ask that donations are offered freely and without conditions that could compromise our mission or the way we deliver care.

We hope you feel these principles are fair and reflect the spirit of partnership we strive for. Sadly, charities can sometimes experience situations where boundaries are challenged. By sharing this code, we aim to be transparent, to protect our staff and volunteers, and to ensure that everyone connected to EACH feels respected and supported.

Thank you once again for standing alongside us. Together, with kindness and understanding, we can continue to make a real difference for children and families across East Anglia.

Thank you for your support.

Call: 01223 800 800

each.org.uk @eachhospices

Registered with FUNDRAISING REGULATOR

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