



### **FoodCycle's Fundraising Promise**

At FoodCycle, we are committed to high standards across our organisation and with any work we carry out. Our supporters are a central, valued part of FoodCycle's activity. We simply wouldn't be able to run our projects without continued support from our fundraisers and donors.

We are proud members of the Fundraising Standards Board (FRSB) and are committed to accountability, transparency and professionalism at all times. We achieve this by self-regulation – ensuring that all staff members adhere to the Institute of Fundraising Code of Practice and that all fundraising activities are carried out in accordance with the FRSB's key principles.

Here is our promise to you.

#### **We promise to maintain high standards**

We do all we can to ensure that fundraisers, volunteers and fundraising contractors working with us to raise funds, comply with the Code and with this Promise  
We comply with the law including those that apply to data protection, health and safety and the environment

#### **We promise to be open and honest**

We tell the truth and do not exaggerate  
We do what we say we are going to do  
We answer all reasonable questions about our fundraising activities and costs

#### **We are clear**

We are clear about who we are, what we do and how your gift is used  
Where we have a promotional agreement with a commercial company, we make clear how much of the purchase price we receive  
We give a clear explanation of how you can make a gift and amend a regular commitment

#### **We are respectful**

We respect the rights, dignities and privacy of our supporters and beneficiaries  
We will not put undue pressure on you to make a gift and if you do not want to give or wish to cease giving, we will respect your decision  
If you tell us that you don't want us to contact you in a particular way we will not do so

#### **We are fair and reasonable**

We take care not to use any images or words that cause unjustifiable distress or offence  
We take care not to cause unreasonable nuisance or disruption

**We are accountable**

If you are unhappy with anything we've done whilst fundraising, you can contact us to make a complaint

We have a complaints procedure, a copy of which is available on the website or available on request

If we cannot resolve your complaint, we accept the authority of the Fundraising Standards Board to make a final adjudication

**Get in touch**

Please do not hesitate to get in touch with FoodCycle about anything relating to our fundraising promise to you.

Email: [hello@foodcycle.org.uk](mailto:hello@foodcycle.org.uk)

Telephone: 0207 729 2775

**Our complaints procedure**

If you have a complaint, query or concern regarding FoodCycle's fundraising activity we want to know about it and will take it very seriously. We will deal with your complaint honestly, openly and professionally – ensuring that the money you donate can be put to good use as soon as possible.

Please get in touch with us as soon as possible if you feel we have fallen short of our fundraising promise to you.

See our fundraising complaints policy and procedure to find out how to contact us. If we are unable to adequately answer your complaint, we accept the final authority of the FRSB to make a final adjudication.