

## **Our Promise to you, our supporters**

As a supporter of School-Home Support you play a direct role in getting children into school and ready to learn.

Thousands of disadvantaged children and families depend on School-Home Support; we simply cannot reach them without your support.

We are fully committed to being transparent about the way your support is used.

Our Fundraising Promise to you outlines what you can expect from us when you choose to support School-Home Support.

### High standards

1. We adhere to the [Code of Fundraising Practice](#)
2. We monitor fundraisers and volunteers and third parties working with us to raise funds, to ensure that they comply with the Code of Fundraising Practice and with this Promise.
3. We do not currently work with any third parties to raise funds; if we do we will ensure any third party working with us also follows the Code of Fundraising Practice, and any other rules we work by.
4. We comply with the law as it applies to charities and fundraising.
5. We display the Fundraising Regulator badge on our fundraising material to show we are committed to good practice.

### We are clear, honest and open

1. We tell the truth and we will not exaggerate.
2. We do what we say we are going to do with donations we receive.
3. We are clear about who we are and what we do.
4. We give a clear explanation of how you can make a gift and will always offer you the opportunity to change your mind and change your regular gift whenever you wish.
5. We keep administration costs to a minimum and are happy to answer any questions you may have in relation to fundraising costs and how they are used in the best interests of the children and families we support..

#### **School-Home Support**

Solar House, 3rd Floor, 1-9 Romford Road, London, E15 4LJ

**T:** 0845 337 0850 **E:** [press@shs.org.uk](mailto:press@shs.org.uk) **W:** [www.shs.org.uk](http://www.shs.org.uk)

Company limited by guarantee number 3991440 – Registered charity number 1084696

## Our supporters promise



School-Home Support

6. We ensure our complaints process is clear and easily accessible – you will find our comments and complaints procedure on our website.
7. We provide clear and evidence based reasons for our decisions on complaints.

## We are respectful

1. We respect your rights and privacy. Your information is safe with us. We take our obligations very seriously and we will never sell your data to third party organisations.
2. We do not put undue pressure on you to make a gift. If you do not want to give or wish to cease giving, we respect your decision.
3. Our staff and volunteers adhere to the [Institute of Fundraising's policy](#) on vulnerable people.
4. We will get your consent before we contact you to fundraise.
5. If you tell us that you don't want us to contact you in a particular way, we will not do so.
6. We only communicate with you in the way you choose and will not contact you if you do not wish to be contacted in any way.

## We are fair and reasonable

1. We treat everyone fairly, showing sensitivity and adapting our approach depending on your needs.
2. We take care not to use any images or words that intentionally cause distress or anxiety.
3. We take care not to cause nuisance or disruption to the public.

## We are accountable and responsible

1. We manage our resources responsibly and consider the impact of our fundraising on our donors, supporters and the wider public.
2. We provide information about our work and finances to show you how your money is being spent.
3. We will always provide easy ways for you to contact us – our contact details are below.

### School-Home Support

Solar House, 3rd Floor, 1-9 Romford Road, London, E15 4LJ

**T:** 0845 337 0850 **E:** [press@shs.org.uk](mailto:press@shs.org.uk) **W:** [www.shs.org.uk](http://www.shs.org.uk)

Company limited by guarantee number 3991440 – Registered charity number 1084696

## Our supporters promise



School-Home Support

4. If you are unhappy with anything we've done, we will work with you to resolve all complaints as soon as possible.
5. Please see our comments and complaints procedure on our website.
6. If we make a mistake, we will apologise and do everything we can to put things right. However, if we cannot resolve your complaint, we accept the authority of the [Fundraising Regulator](#) to make a final adjudication.
7. We will monitor and record the number of complaints we receive each year and share this data with the Fundraising Regulator on request

### School-Home Support

Solar House, 3rd Floor, 1-9 Romford Road, London, E15 4LJ

**T:** 0845 337 0850 **E:** [press@shs.org.uk](mailto:press@shs.org.uk) **W:** [www.shs.org.uk](http://www.shs.org.uk)

Company limited by guarantee number 3991440 – Registered charity number 1084696