

## The Leeds Cares Supporter Commitment

At all times, Leeds Cares prioritises the needs and wellbeing of our supporters, donors and beneficiaries. Our supporters and donors are our greatest strength, and are treated with care, respect and with honesty at all times.

Leeds Cares is proud to be registered with the Fundraising Regulator, and our Supporter Commitment aligns with the Code of Fundraising Practice.

Leeds Cares has a set of commitments which underpin our ethos, our behaviour and what we want to be characterised by – Caring about People, Collaboration, Excellence, Trust and Possibility. These commitments have driven our **Supporter Commitment** outlined below.

Leeds Cares is committed to:

### Caring About People:

- Treating you respectfully; being mindful of, and sensitive to, any particular need that you may have and responding appropriately and adapting our approach to suit your different needs
- Respecting your rights, wishes and preferences, whatever they may be. For example, if you tell us that you don't want us to contact you in a particular way, we will not do so
- Treating you fairly and not discriminating against you based on your appearance or characteristics
- Not putting undue pressure on you to make a gift. If you do not want to give or wish to cease giving, we will respect your decision. Our fundraising practice is not unreasonably persistent and will not intrude on your privacy.
- Having procedures in place for how we treat and interact with you if you are in a vulnerable situation, and ensuring we do not exploit or take advantage of you in any way
- Taking care not to cause nuisance or disruption to you or the public, and not to intrude on your privacy
- Communicating in a way that you are comfortable with
- Not actively seeking donations from children and young people under the age of 18

### Caring About Excellence:

- High standards in all we do
- Monitoring our volunteers and third parties working with us to raise funds, to ensure that they comply with our Supporter Commitment and the Code of Fundraising Practice
- Managing our resources responsibly and considering the impact of our fundraising on our donors, supporters and the wider public.

### **Caring About Trust:**

- Being clear about who we are and what we do
- Being honest, open, respectful, accountable and responsible
- Telling you the truth and not exaggerating
- Ensuing you are able to make an informed decision about whether to support Leeds Cares by clearly articulating the purpose of raising money, the way in which the money will be spent and the potential benefits in all our communication and documentation
- Doing what we say we are going to do with the donations we gratefully receive and the funds that we raise, to ensure we do not use funds in ways that risk losing the support of donors or other stakeholders, or damage the reputation of Leeds Cares or Leeds Teaching Hospitals.
- Ensuring our Complaints Policy is clear and easily accessible
- Being able to explain our fundraising costs and show how they are in the best interests of Leeds Cares