

CAN has a duty to you in ensuring that our fundraising staff and volunteers carry out their work for the charity in a manner that is credible and legally compliant. We undertake to:

Treat you with respect.

Never overstate ( or understate ) our needs or misrepresent our cause and function.

Never be patronising or try to solicit support through 'emotional blackmail'.

Answer all questions truthfully and, if any information requested is not known or unavailable, that that information will be provided as soon as possible.

Be totally transparent regarding CAN's finances and to provide accounts/evidence of need when requested.

Never promise to deliver anything beyond our resource capability, remit or expertise.

Never imply or offer any reward, financial or otherwise, in exchange for support.

Recognise your needs and values, especially in 'partnership' schemes and projects.

Provide any information requested regarding our policies.

Give appropriate thanks/recognition for any support that is provided.

Recognise that 'no' or 'not on this occasion' 'in reference to approaches for support means exactly that and, apart from enquiring when another approach would be permissible or not, we will never operate in a harassing or inconsiderate manner.

Not contact you regarding our various fundraising initiatives without asking for your permission.

Be accountable at all times and at all levels of the organisation.

We feel that the above covers what would be of most concern to our potential supporters ( this is not intended to be an exhaustive list – more a statement of CAN's desire to do things as well as possible ).

In addition, we will also strive to represent our work and cause in a very human and open manner. In short, we will never insult the intelligence of the community CAN is a part of and provides services for.

If, coming out of your relationship with CAN or following a contact from the charity in person, by letter, e-mail, phone or other, you have a complaint, please contact in the first instance, CAN's Chief Executive Officer, Mrs Linda Juland : 01604 824777 ; [linda.juland@can.org.uk](mailto:linda.juland@can.org.uk)

Conversely, if, as a result of the above, you have some advice or information you feel would be helpful to CAN in regard to the way it undertakes its fundraising, we would be both grateful and delighted to hear from you. In this instance, please contact The Fundraising Office on 01604 824777 or [fundraising@can.org.uk](mailto:fundraising@can.org.uk).