

Our Promise to our Supporters



Chichester Diocesan Association for Family Support Work is an independent charity that treats you as an individual and listens to what you tell us.

When you donate to Family Support Work, we promise:

- to spend your donation wisely and efficiently
- to respect your wishes if you've told us how you want us to spend your gift
- to make sure we comply with all relevant guidelines including the Fundraising Code of Practice, Charity Commission standards and the Fundraising Regulator. If any external company or individual helps us with our fundraising, we will make sure they follow our high ethical standards.
- to make sure that we adhere to the General Data Protection Regulations (GDPR) with regard to storing your personal data and using it in the correct way

Your donations make a huge difference to the lives of vulnerable children and families across the whole of Sussex. Our work makes a big impact and could not be achieved without your generosity. We want to be able to share that with you and keep you informed about how your money is spent. Communication is key and we like to be able to keep in touch.

When we communicate with you, we promise:

- to thank you for your gifts and tell you how we're spending your money
- not to bombard you with communications
- to listen to you and only contact you in the way you want
- never to contact you if you've asked us not to
- never to sell your personal details or share them with anyone else
- to be especially careful and sensitive when we're communicating with vulnerable people
- to be clear and open about how we use your information online and how we use cookies
- to make it easy for you to change how we keep in touch. If you would like to be contacted in a different way or to opt out of communications you can contact the Fundraising team on 01273 832963 or email us with your relevant contact details at fundraising@familysupportwork.org.uk

When we're fundraising, we promise:

- to make sure the stories we share about the children and families we've helped accurately represent the work we do

- to protect the welfare and identity of every child and family we involve in our fundraising and to always get informed consent before we use their photographs
- to make sure that the small amount we spend on fundraising pays for itself many times over
- If you ever make a complaint, we promise:
 - to acknowledge your complaint within three working days
 - to respond fully within ten working days – making contact in the way you asked

Thank you very much for your support.