

## Our Donor Charter

Our pledge is to treat all our donors with respect, honesty and openness. We commit to being accountable and transparent so that supporters and prospective supporters can have full confidence in ChildVision and our employees. We pledge to:

- Respect the rights and dignity of the donors, beneficiaries and the public
- Activities will not be unreasonably persistent, intrusive or place undue pressure on people to donate. Should someone not wish to donate, or wish to cease making a donation, that decision will be respected
- Our children and families will be presented in a respectful way in promotional materials and, where possible, will have input to the materials
- Fundraise with the guiding principles of honesty and truth
- Apply integrity at all times to our fundraising and the needs of the charity will not be misrepresented nor how funds will be applied
- Questions about fundraising activities and costs will be answered in a timely and truthful manner
- Charitable donations will be attributed to the purposes they were donated
- Take responsibility for our actions and be capable of explaining, clarifying and justifying those actions
- Operate and communicate in an open, frank and honest way and ensure that transactions, operations and communications are easily understood by stakeholders
- Clearly identify to stakeholders the cause for which it is fundraising and how donations will be used
- Provide a clear complaints procedure on our website, this can be found in our fundraising policy