

# TB Alert Fundraising Promise



## **Our Fundraising Promise**

**We are members of the Fundraising Standards Board self-regulatory scheme. The Fundraising Standards Board works to ensure that organisations raising money from the public do so honestly and properly. As members of the scheme, we follow the Institute of Fundraising's Codes of Fundraising Practice and comply with the key principles embodied in the Codes and in this Promise.**

## **We are committed to high standards**

We do all we can to ensure that fundraisers, volunteers and fundraising contractors working with us to raise funds comply with the Codes and with this Promise  
We comply with the law including those that apply to data protection, health and safety and the environment

## **We are honest and open**

We tell the truth and do not exaggerate  
We do what we say we are going to  
We answer all reasonable questions about our fundraising activities and costs. Please contact us, visit our website or see our Annual Report if you require further details

## **We are clear**

We are clear about who we are, what we do and how your gift is used  
Where we have a promotional agreement with a commercial company, we make clear how much of the purchase price we receive  
We give a clear explanation of how you can make a gift and amend a regular commitment

## **We are respectful**

We respect the rights, dignities and privacy of our supporters and beneficiaries  
We will not put undue pressure on you to make a gift and if you do not want to give or wish to cease giving, we will respect your decision  
If you tell us that you don't want us to contact you in a particular way we will not do so

## **We are fair and reasonable**

We take care not to use any images or words that cause unjustifiable distress or offence  
We take care not to cause unreasonable nuisance or disruption

## **We are accountable**

If you are unhappy with anything we've done whilst fundraising, you can contact us to make a complaint

We have a complaint procedure, a copy of which is available on request. If we cannot resolve your complaint, we accept the authority of the Fundraising Standards Board to make a final adjudication

You can contact TB Alert by calling **0845 223 5423** (local call rate from anywhere in the country on a standard tariff telephone) or **01273 234784** (which may be cheaper from some mobile phones or tariffs) or email [fundraising@tbalert.org](mailto:fundraising@tbalert.org). TB Alert's website is [www.tbalert.org](http://www.tbalert.org).