

Fair Fundraising Policy

Team Army is signed up to the Fundraising Regulator's Code of Fundraising Practice as well as to the Fundraising Promise. These agreements set out the standards that we must meet to ensure that our fundraising is legal, open, honest and respectful. It's an agreement that is important to us and you can read the terms and conditions of our promise below.

We're committed to high standards

- We will conduct our fundraising according to the Fundraising Code of Practice.
- We will monitor and make sure that our fundraisers, and other organisations that fundraise with us, comply with the Code of Fundraising Practice and the Fundraising Promise.
- We will always act according to the law, especially relating to what charities are and aren't allowed to do when fundraising.
- All of our fundraising material will carry the Fundraising Regulator badge to show that we are committed to good fundraising practice.

We'll keep things clear, open and honest

- We will tell the simple, unexaggerated truth.
- We will do what we say we are going to do with the money our supporters raise.
- We will be welcoming and open in our communications about who we are and what we do.
- We will provide a range of ideas and resources (where appropriate) which will make it clear how the public can support us.
- If we ever use another organisation, fundraising group or professional fundraisers to fundraise on our behalf, we'll make the relationship and our dealings are transparent.
- We will be able to explain our fundraising costs, along with explanations of why these costs are needed if we are challenged.
- We will make sure our procedure for complaints is accessible and user-friendly.
- We will take complaints seriously and will respond quickly and comprehensively, backing up the reasons for our decisions with evidence.

We will show respect

- We will respect the rights and privacy of our supporters and potential supporters.
- We will tell potential supporters about the military personnel that need our help but will never put undue pressure on anyone to fundraise or donate to us.
- We will have a procedure for dealing with people in vulnerable circumstances that will be available for anyone to see.
- Where the law requires it, we will make sure we have people's consent before contacting them.
- If people tell us that they don't want us to contact them in a particular way then we won't.
- **We'll make sure we act fairly and reasonably**
- We will treat donors and the public fairly. We will be sensitive and adapt our approach to meet individual needs.
- Some of the projects funded by the money our supporters raise are helping vulnerable people, but we'll never intentionally use images or words to upset people.
- We will do all we can to ensure that we are not a nuisance or a disruption to public life.

We'll keep ourselves accountable and will take our responsibilities seriously

- We will manage our resources responsibly and consider the affect our fundraising has on our supporters and the wider public.
- We will listen to feedback and respond appropriately – whether to compliments or criticism.
- We will have a complaints procedure which will be available on our website or on request.
- If you are unhappy with anything we have done, you can contact us to make a complaint. If we cannot resolve your complaint, we accept the authority of the Fundraising Regulator to make a final adjudication.
- We will monitor and record the number of complaints we receive each year and share this data with the Fundraising Regulator should they request it.