



# Emmaus Oxford Ethical Fundraising Policy and Complaints Policy

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## **Approval**

Approved by: **Board of Trustees**

Approved: **1<sup>st</sup> June 2018**

## **Amendment (if required)**

Date of amendment:

Reason for amendment:

Date of amendment:

Reason for amendment:

## **Review**

Frequency of review: Annual

Next review date: **1<sup>st</sup> June 2019**

## **Ethical Fundraising Policy**

Fundraising activities carried out by Emmaus Oxford will comply with all relevant laws, with specific regard to legislation regarding data protection and Gift Aid, and with the Institute of Fundraising's [Code of Fundraising Practice](#) and its associated guidance.

Emmaus Oxford will maintain its registration with the Fundraising Regulator and thus demonstrate our commitment to abide by both the Code of Fundraising Practice and to the [Fundraising Promise](#).

Emmaus Oxford will comply with the requirements of the [Charity Commission](#) in order to give our donors confidence in our integrity and transparency.

Any communications to the public made in the course of carrying out a fundraising activity shall be open, honest and respectful. No undue pressure will be used to solicit donations.

All monies raised via fundraising activities will be for the stated purpose of the appeal and will comply with the organisation's stated mission and purpose. Emmaus Oxford will provide reporting as required by donor organisations.

All personal information collected by Emmaus Oxford is confidential and is not for sale or to be given away or disclosed to any third party without consent.

Emmaus Oxford will respect supporters' preferences for contact and will not intrude on supporters' privacy or persist in contact when a donor has asked us to cease.

No-one employed by Emmaus Oxford will accept a donation from anyone they feel may be vulnerable and therefore may lack the capacity to make an informed decision to donate. Any concerns about the capacity of individual donors should be raised immediately using our Fundraising Complaints Policy. In cases of doubt or disagreement, donations from individuals of questionable capacity will not be accepted. A donation made by a person who lacked capacity at the time of their donation will be returned to the donor.

No-one directly or indirectly employed by, or volunteering for, Emmaus Oxford shall accept commissions, bonuses or payments for fundraising activities on behalf of the organisation.

No general solicitations shall be undertaken by telephone or door-to-door contact.

Fundraising activities should not be undertaken if they may be detrimental to the good name or community standing of Emmaus Oxford.

Fundraising staff and volunteers will adhere to Emmaus Oxford's Code of Conduct.

Any concerns about the conduct of fundraising staff and / or volunteers should be escalated using the Whistleblowing Policy.

Any complaints or concerns about fundraising activities should be raised through our Fundraising Complaints Policy.

Financial contributions will only be accepted from companies, organisations and individuals the board of trustees considers ethical. Companies and organisations specifically excluded from making financial contributions to Emmaus Oxford are:

- Alcohol companies
- Gambling companies
- Tobacco companies

- Any organisation or individual deemed to be involved with illegal or ethically questionable practices.

Any ethical concerns about an organisation or individual will be assessed on a case-by-case basis and final approval will rest with the board of trustees.

## **Fundraising Complaints Policy**

Emmaus Oxford is committed to maintaining high standards in our fundraising and we welcome any feedback on our fundraising activities.

We particularly wish to hear from anyone who has a concern or complaint about Emmaus Oxford's fundraising practice. We have three stages for complaints related to fundraising.

### **Stage 1**

Complaints should be sent to our General Manager in writing to either [eddieblaze@emmausoxford.org](mailto:eddieblaze@emmausoxford.org) or Eddie Blaze, General Manager, Emmaus Oxford, 171 Oxford Road, Oxford, OX4 2ES.

We will acknowledge and provide an initial response to your feedback within 10 working days. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within 20 working days. If we are unable to meet that deadline due to exceptional circumstances, we will let you know.

### **Stage 2**

If you are not happy with the final response you receive during stage 1, please escalate your concern to the Chair of Trustees, Mr Hugh Crisp by writing to: Hugh Crisp, Chair of Trustees, Emmaus Oxford, 171 Oxford Road, Oxford, OX4 2ES.

### **Stage 3**

If the issue is not resolved to your satisfaction by Emmaus Oxford you can ask the Fundraising Regulator to consider it by either submitting your complaint through the Fundraising Regulator website or submitting a complaint in writing to Fundraising Regulator 2nd Floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH.

Emmaus Oxford is registered with the Fundraising Regulator and we agree to abide by its decisions. You can contact the Fundraising Regulator on 0300 999 3407. Further details about the Fundraising Regulator and their Complaints Procedure may be found at <https://www.fundraisingregulator.org.uk>