

## Our Supporter Care Promise

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Inspired by the Gospel, and guided by Catholic Social Teaching, we reach out with love to our global neighbours in need, regardless of gender, class, race or religion. We help the poorest survive and thrive and are driven by our values of dignity, empowerment, solidarity and hope.

Every supporter and their contribution is truly valued by us. Each and every prayer, gift and action makes a difference and inspires our work. We will:

- + Treat you with respect, integrity and warmth.
- + Keep your personal information secure. We'll never sell your details to any other organisation. If you tell us that you don't want us to contact you in a particular way, we will respect your wishes.
- + Uphold the highest standards of fundraising. We will be clear about who we are and what we do. We will follow the Fundraising Code of Practice to be legal, open, honest and respectful in all our fundraising.
- + Fully acknowledge that you place your trust in us when you donate and we will ensure your gift is used as you intended. We will not pressure you to make a gift and if you don't want to give, we will respect your decision.
- + Respect the rights, dignity and privacy of our supporters and beneficiaries. We take our responsibilities seriously and have a procedure for dealing with enquiries, donations and communications from people in vulnerable circumstances, available on request.
- + Keep our administration costs to a minimum and provide clear, public financial reports.
- + Ensure that you are listened to, understood and valued. Your feedback is welcomed and appreciated.
- + Offer you different ways to get involved, to put your faith and our shared values into action.

As SCIAF staff and volunteers, this is our Promise to you. For more information on fundraising standards please visit the Scottish Fundraising Standards Panel - [www.goodfundraising.scot](http://www.goodfundraising.scot). For more information about how we protect your privacy please read our Privacy Statement. If, at any time, you feel we are not living up to this promise please contact Anne Karlin, Supporter Services Manager on 0141 354 5555. Should you need take your issue further then Anne can provide you with our Trustees contact details. If you remain dissatisfied, please contact the Scottish Fundraising Standards Panel who deal with escalated fundraising complaints relating to Scottish registered charities.