

# DONOR CHARTER

Clayesmore is deeply committed to its donors and remains dedicated to treating friends and supporters with the highest level of care and respect. The Donor Charter has been produced to assure donors and potential donors of the integrity and accountability of Clayesmore's fundraising efforts.

Donors and prospective donors have the following rights:

- To be treated by members of the Development Committee and other school staff involved with the solicitation and receipt of donations in a fair, transparent, accurate and honest manner in accordance with all applicable laws and the professional code of fundraising ethics and good practice.
- To be informed in all fundraising solicitations of the School's name, contact details and charitable status.
- To receive fundraising solicitations and stewardship reports from the School that are truthful, accurately describe the School's activities and the intended/ actual uses of donated funds.
- To receive appropriate and timely acknowledgement, recognition, and publicity for their donation in accordance with the donors' wishes.
- To be consulted swiftly if their donation cannot be used for its intended purpose and have it repaid if agreement cannot be reached within a short period of time for an alternative use.
- To be kept informed of the impact of their philanthropy and the School's evolving needs and priorities. This includes receiving progress reports on supported activity and invitations in attend relevant events to see first hand the benefits their support brings to the School.
- To have their support treated as anonymous if requested.
- That the School will not sell its donor list.
- To be assured that donors' rights to privacy and confidentiality will be respected with all their records kept secure and that there will be compliance with the Data Protection Act 1998.
- To be asked in writing for permission to be cited in case studies and other promotional material (including photographs) prior to publication.
- To offer the opportunity for major gifts to be marked in a specific way - by the naming of a building, room or project.
- To be informed in all fundraising solicitations of the School's name, contact details and charitable status.
- To have their details removed from the School's fundraising database or the number/ type of solicitations limited if so requested.
- To have access to the School's most recent published financial accounts and be assured that the School's financial affairs are conducted in a responsible manner, consistent with the ethical obligations of stewardship and legal requirements of the Charity Commission of England and Wales.
- The School will respond within 30 days to a complaint by a donor or prospective donor about any matter relating to the School's alumni or fundraising activities. A member of the Development Committee will attempt to satisfy the complainant's concerns in the first instance. A complainant who remains dissatisfied will be informed that he/she may appeal in writing to the School Council who will respond to this appeal within a further 30 days.



CLAYESMORE  
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To discuss this in more detail please contact the Development Officer,  
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