



# Donor Charter

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We pledge to treat all our donors with respect, honesty, and openness. We commit to being accountable and transparent so that donors and prospective donors can have full confidence in BeLonG To. We promised we will effectively apply your gifts to us for their intended purposes.

## **We commit that you, our donors, and prospective donors will:**

- Be informed of the organisations mission, and of the way the organisation intends to use donated resources.
- Be informed of the identity of those serving on the organisation's Board, and that the board will exercise prudent judgment in their stewardship responsibilities.
- Have access to the organisation's most recent financial statements.
- Be assured your gifts will be used for the purposes for which they were given.
- Receive appropriate acknowledgement and recognition.
- Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law.
- Expect that all relationships with individuals representing the organisations will be dealt with professionally.
- Be informed whether those seeking donations are volunteers, employees of the organisation or hired third party agents.
- Have easily available the agreed procedures for making and responding to feedback and complaints.
- Have the opportunity for any names to be deleted from mailing lists.
- Receive prompt, truthful, and forthright answers to questions you might have of the organisation.

## **What to do if you have feedback**

If you have a comment about any aspect of our work, you can contact BeLonG To in writing or by telephone. Your feedback will be handled in accordance with our [Compliments, Feedback, and Complaints Policy](#).