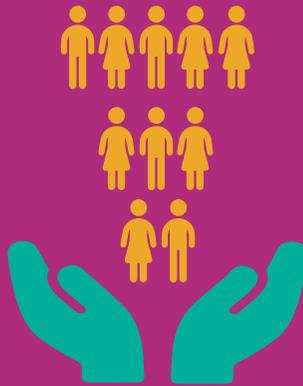


# Supporter promise

Our supporter promise is based on our organisational values

## Compassion: *We will always act with compassion and respect.*

We will treat each other, our volunteers, donors and the third parties who support us in achieving our fundraising goals with patience and understanding.



We will choose the words and images we use carefully, to ensure we can accurately describe our funding needs and the benefit of the donations we receive.

We will investigate any complaints you make, capture learnings and improve our service as a result.



## Respect: *We will respect your choice.*

If you choose to support us, we will be respectful of your personal information and will only contact you about things that you have told us you want to know about or have previously shown you are interested in.



If you tell us that you do not want to hear from us, or would prefer we communicate with you in a different way, we will honour your request. You can tell us at any time by emailing [preferences@hokh.co.uk](mailto:preferences@hokh.co.uk).

If you decide you no longer want to support us, we will not put pressure on you to change your mind.



## Integrity: *We will be clear and honest.*

We will always be clear about what we need funding for and how your donation will be used.



We will tell the truth and not exaggerate.

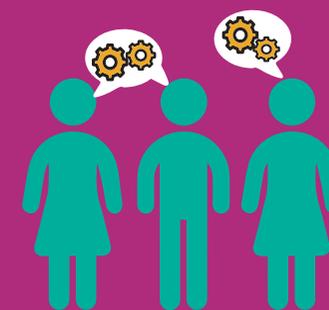
We will answer all reasonable questions about our fundraising activities and our costs.



We will be accountable for our fundraising activity and comply with the Code of Fundraising Practice.

## Teamwork: *We will put our supporters at the heart of our organisation.*

We will make it as easy as we can for you to get answers to your questions by having a Hospice team who are well-informed and knowledgeable about our funding needs and fundraising activities.



We will ensure that our fundraising colleagues, fundraising volunteers and agencies are fully compliant with our organisational policies and current legislation.