Working with Foundation Scotland – our commitment to you

You are at the heart of everything we do at Foundation Scotland, and we believe that working with us should be a positive and rewarding experience. Below we outline the promise we make to you.

We value relationships

- The relationship we have with our donors is extremely important to us. We aim to exceed your expectations with the level of service we provide.
- We are here to talk and listen and engage with our donors in an empathic, understanding, and fair way.

We will be clear, honest, and open

- We will be clear about who we are and what we do.
- We will give a clear explanation of how you can work with us.
- We will update you on what your donations are achieving and the impact you are making.
- We will give a clear explanation of how much our services costs.
- We will keep our administration costs to a minimum and provide clear financial reports.
- We will comply with the law as it applies to charities.
- We deliver what we say we are going to deliver in a timely way and communicate with you if this needs to change.

We will be respectful

- We will treat your information in a safe, secure, sensitive and confidential way. We take our obligations very seriously and will never sell your data to third party organisations. We will respect your right to privacy, and ensure you remain anonymous should you wish.
- We are always honest and transparent. We admit it when we make mistakes and we put things right.
- If you tell us that you don’t want to be contacted in a certain way, we take notice and honour your request. Or we won’t communicate with you if that is your choice.
- We will treat your personal information with respect and confidentiality in full accordance with your preferences and UK law.
- We will update or correct any inaccurate personal data.

We will be accountable and transparent

- We will manage our resources responsibly.
- We will listen to feedback and respond appropriately to compliments, complaints, and criticism we receive.
- We operate a complaints procedure.
- We will maximise your funding through Gift Aid, where appropriate. We conduct our financial affairs in a responsible manner, consistent with ethical obligations and the legal requirements of our national and international regulator.

Links to Policies

- Data Protection Policy
- Complaints and Compliments
- Donation Acceptance Policy

Review

- This charter is reviewed, approved, and endorsed by the CEO. It is reviewed periodically to ensure best practice for Foundation Scotland or every 36 months whichever is the soonest.

Document Properties

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