

Merrick House Donor's Charter

Respect

All fundraising by Merrick House will respect the rights and dignity of donors, residents and the public.

Fundraising activities will not be unreasonably persistent, intrusive or place undue pressure on people to donate. Should someone not wish to donate, or wish to cease making a donation, that decision will be respected.

Residents will not be presented in a disrespectful way in promotional activities and, where possible and appropriate, residents will have an input into the promotional strategies of the charity.

Honesty and Integrity

Fundraising by Merrick House will occur in an honest and truthful manner.

Fundraisers will act with integrity and not misrepresent the charity, its need for funds or how they will be applied.

Questions about fundraising activities and fundraising costs will be answered honestly and in a timely manner.

Information about the Merrick House's charitable purpose and activities will be made freely available.

Charitable donations and gifts will be used for the purposes for which they were donated.

Transparency and Accountability

Merrick House will take responsibility for its actions and will be capable of explaining, clarifying and justifying those actions.

Merrick House's Board will explain and account to donors and the public for the charity's actions.

Merrick House will operate in an open, frank and honest way and will ensure that transactions, operations, information and communications are easily understood by donors and the public alike.

Merrick House will clearly identify to donors and the public the cause for which the fundraising is occurring and how donations will and are being used.

Merrick House will provide ways whereby those interested can easily contact the charity. The charity will have a procedure in place to address complaints.