

Mind in Bradford Fundraising Promise

We will operate to the highest standards

- We will adhere to the Fundraising Code of Practice.
- We will comply with the law as it applies to charities, companies and fundraising.
- We will display the Fundraising Regulator logo on our fundraising material to show we are committed to good practice.


We will be open, honest and clear

- We will be clear about who we are and what we do.
- We will explain how your donation will help us reach our goals.
- We will do what we say we are going to do with donations we receive.
- We will give a clear explanation of how you can donate on a one-off basis.
- We will give a clear explanation of how you can make or change a regular donation.
- We will ensure our complaint process is clear and accessible.
- We will be able to explain our fundraising costs and show how these are proportionate to our income.

We will act with integrity

- We will respect your rights and your privacy.
- We will never put undue pressure on you to make or to continue a donation.
- We have a process for dealing with donors (or prospective donors) in vulnerable circumstances.
- Where the law requires, we will get your consent before we contact you to fundraise.
- If you tell us that you don't want us to contact you in a particular way, we will not do so.
- We will work with industry standard contact preference services to ensure that those who choose not to receive specific types of communication don't have to.

We will be fair and reasonable

- We will treat donors and the public fairly, showing sensitivity and adapting our approach depending on your needs.
 - We will take care not to use any images or words that intentionally cause distress or anxiety.
 - We will take care not to cause nuisance or disruption to the public.
 - If you are unhappy with anything we've done whilst fundraising, you can contact us to make a complaint.
 - We will listen to feedback and respond appropriately to compliments and criticism we receive.
 - We will monitor and record the number of complaints we receive each year and share this data with the Fundraising Regulator on request.
- 
- A large, abstract blue scribble graphic is located in the bottom right corner of the page, consisting of several overlapping, curved lines.