



SUPPORTER CHARTER

Our Commitment

At Compassion, we are committed to our supporters as partners in our ministry. Without you our work would not be possible. Together we build the church throughout the developing world and here in the UK. Together we serve as God's hands and feet to release children from poverty in Jesus' name. As we reach out together the Kingdom of God is built in us.

We endeavour to ensure that all the services we provide express this understanding and honour the support you give. Our desire is to exceed our supporters' expectations and delight you with the services we provide.

As our co-labourers and as brothers and sisters in Christ, we believe you have the right to hold Compassion accountable for how we act and what we do with your money. This charter sets out what you can expect as a Compassion supporter, and what you can do if we fall short of your expectations.

Our Values

Our four core values underpin all we do, and are the foundation for our commitments to you as well as to our children. We want them to be evident to you in the services we provide. Our values are shared by all our staff and volunteers, both those who serve supporters and children directly, and those who work behind the scenes to ensure you have the best experience.

- **Integrity:** we align our thoughts, motivations, attitudes and actions with the ethical principles found in God's Word. From the way we sensitively work alongside vulnerable children and parents to how we steward your donations, we're honest and trustworthy.
- **Excellence:** we're committed to working with outstanding quality, in a way that honours both God and people. Our outcomes reflect this unwavering commitment, and we have robust independent research to prove our model really works.
- **Stewardship:** our work belongs to the children we serve, our church partners, our sponsors and supporters, and ultimately to God. We're accountable for every penny we spend. We ensure the resources we're entrusted with are used strategically and wisely for the greatest benefit of children living in poverty.
- **Dignity:** we believe all people are worthy of our respect and love. This influences every aspect of the way we work. We want to be honest about the challenges people face, yet we're committed to upholding and respecting their dignity.



Our Promises to You

Our supporters, like the children in Compassion programmes around the world, are **known, loved, and protected**. Also, we aim for our supporters to be **ignited to action** in a global movement of compassion for children in poverty.

Known

- **We recognise each of our supporters as a unique child of God.** Through your journey with Compassion we will seek to understand and honour your personal passions, skills, and gifts.
- **We will only send you the communications you want to receive.** When we contact you, our messages will be relevant to you and your own unique partnership with Compassion. We will always make it easy for you to let us know how you want us to stay in touch, or if you prefer for us not to contact you at all.

Loved

- **We will seek to honour you with our communications,** speaking or writing in a polite, personal, and friendly manner at all times so that we can serve you with openness, honesty, and excellence.
- **We love to hear from you.** We make it as easy as we can for you to contact our dedicated team including by phone, email, live chat, post, or social media. We can also arrange to call you outside of our office hours if that is more convenient – just email to let us know.
- **We will be respectful, fair, and responsive.** In line with our [Policy on Supporters in Vulnerable Circumstances](#), we will always be mindful to respond appropriately to supporters who are in vulnerable circumstances, and do our best to adapt our response to adapt to each supporter's individual needs.
- **We will ask for and act on your feedback.** We seek every opportunity to ask for feedback from our supporters, so that we can speak your voices powerfully into our decision-making both in the UK and globally. We review all feedback and take regular action to put what we learn into practice.

Protected

- **We will steward your donations with care.** We will always seek to make the best possible use of the funds you give, and we will always use your donations as you ask us to.
- **We will be open and transparent.** In addition to thanking you individually and keeping you updated on the impact you are making through your donations, prayers, and letters, we will show in our annual report how we have stewarded our resources throughout each year.
- **We will uphold the highest standards of data protection.** We will never share your personal information with other organisations for marketing purposes, or sell it to third parties.



- **We will comply with the law and industry best practice.** We are registered with the Fundraising Regulator and obey the Code of Fundraising Practice and all applicable law. We will conduct our charitable activities in a manner which merits continued public trust and confidence, and in full compliance with UK laws, regulations, and industry standards.

Ignited

- **We will share news about Compassion's work** where we have your permission to do so, to keep you updated on the impact of your support and share stories that show how you are helping to transform children's lives.
- **We will give you opportunities to deepen your partnership with Compassion** where we have permission to do so, sharing information about other ways you can come alongside the church in the developing world to release children from poverty in Jesus' name.

Raising a Concern

Although we hope you will never need to make a complaint, we know that things sometimes do go wrong. When this happens, we want to know about it so that we can learn from our mistakes and take prompt action to put things right.

If you have a complaint you can contact us online, by email, telephone, social media, or letter. You can:

- Complete our [online form](#);
- Email info@compassionuk.org;
- Call our Engagement Centre team on 01932 836490;
- Send us a message [through Twitter](#) or [through Facebook](#).

If you would prefer to write, please send your complaint to: Compassion UK, Compassion House, Barley Way, Fleet, Hampshire GU51 2UT.

If your concern is about safeguarding, malpractice and conduct of a person in the organisation, it will be handled in line with our [Whistleblowing Policy and Procedure](#). Please complete our [online form](#).

So that we can investigate your complaint fully and quickly, please do give us as much information as you can, including wherever possible:

- Your name and contact details (address, daytime telephone number and/or email);
- The reason for your complaint;
- The circumstances of your complaint, including where and when what you're complaining about happened and the name(s) of anyone involved;
- What outcome you are hoping for.



We accept anonymous reporting but please remember that this limits our ability to investigate further and makes it difficult for us to give you feedback or process the complaint effectively. When you provide your details we will treat this in complete confidence and make every effort to protect your identity.

When we receive your complaint, we will provide an initial acknowledgment:

- immediately if we speak to you over the telephone;
- on the next working day if you leave us a telephone message out of hours;
- within two working days if you contact us by email;
- within five working days if you send us a letter.

We will then try to resolve the issue as quickly as we can. In our initial response we will give you the name of the member of staff responsible for dealing with your complaint and when they will next contact you, either with resolution of your complaint or with a further update.

We will not contact you or respond to you if you ask us not to.

If, for any reason, you are not satisfied with our resolution of your complaint, you can escalate to our Head of Supporter Engagement either by replying to our response or by contacting supporterrelationsdirector@compassionuk.org. Please remember to let us know how it is most convenient for us to contact you.

Taking Your Concern Outside Compassion

If you are not satisfied with our response to your complaint, there are some external organisations you can contact who have independent complaints procedures. Compassion UK is committed to abiding by any decision these organisations reach on complaints that are escalated to them.

If you have a complaint about:	You can contact:
Our fundraising work or activities	The Fundraising Regulator
Our data protection practices, or the information we hold about you	The Information Commissioner
Compassion UK's practices as a charity, or our work	The Charity Commission

Thank You

Thank you for helping us pursue excellence in our service.

COMPASSION UK CHRISTIAN CHILD DEVELOPMENT

Compassion House, Barley Wav, Fleet GU51 2UT

TEL: 01932 836490 EMAIL: info@compassionuk.org www.compassionuk.org

Registered charity in England and Wales (1077216) and Scotland (SC045059) Registered in England No. 03719092.

**COMPASSION
FOR CHILDREN**

