

Saint Francis Hospice Supporter Charter

Saint Francis Hospice supporters are truly amazing and are invaluable to the end of life care that we can provide to local people and their families.

Supporters like you enable our vital local service to continue and help us to care for even more patients who need our help at a time of crisis.

You make our care possible and we really value your support and our relationship with you - this is why we wanted to set out our commitments to you in a Supporter Charter.

Our Commitment to you

We are dedicated to providing excellent care and service to our supporters.

Our values

Saint Francis Hospice works hard to get our communications right as it is important to us that we remain respectful to our supporters and the wider community whom we serve. In all of our communications we strive to meet high expectations based on our values of:

- Integrity – we are open, honest and transparent in our communications.
- Accountable – we value the commitments made by you, our supporters, and we strive to ensure that every donation no matter how small or large is used wisely and responsibly.
- Being progressive – we are constantly striving to find ways to improve our service; if things go wrong we want to know so that we can learn from our mistakes and put things right.
- Respect – Every supporter is valued and we respect the opinions and beliefs of our supporters at all times.
- Remaining positive – you are important to us and we want you to feel valued and receive a friendly, positive, helpful and enthusiastic service.

Our promise – we will:

- Thank you for your donation within 7 working days.
- Administer your donation efficiently by putting your gift to work quickly.
- Acknowledge your donation according to your wishes and will welcome all new supporters to Saint Francis Hospice.
- Use your donation wisely and responsibly and respect your wishes if you would like to allocate your donation to a particular area of our work.

Communications – we will:

- Through our communications we aim to keep you close to our work and keep you up to date on how your support is helping Saint Francis Hospice deliver first class end of life care.

We will:

- Aim to communicate with you in ways that you prefer and to readily amend them to suit your changing needs.
- Safeguard the security of your personal data and ensure that all your transactions are secure and meet strict compliance standards including HMRC, the Charity Commission, Payment Card Industry (data security standards) and the Data Protection Act.
- Listen to your suggestions and make every effort to act on them.

When you contact us – we will:

- Respond to your enquiries in an open, honest, courteous and professional way.
- Provide a response to your questions straight away or let you know when you can expect a response if we need to obtain more information first.
- Always treat your information in a safe, secure, sensitive and confidential way.

Your Feedback:

- Your feedback and opinions are taken into account. We are here to listen to you. We actively encourage communications and aim to make it clear as to how you can get in touch with us.
- We will use feedback to improve and enhance our communications and other interactions with you.

What we want from you:

- However you chose to support Saint Francis Hospice we would like you to be a life-time supporter of our work.
- If you support Saint Francis Hospice through a direct debit it is more important to us that you are happy with the level of your gift and that it is of a regular nature as this enables us to plan effectively for the future care needs of our community.
- We need you to contact us if you are not happy with the level of service that you have received or if you have any queries and concerns.
- We want to send you only information that you are happy to receive. If you wish to change your communication preferences please let us know.
- We want to send you only information that you are happy to receive. If you wish to change your communication preferences please let us know. The Fundraising Preference Service (FPS) is a website based service that can help you control the communications you receive from charities.

We are aware that sometimes things go wrong. We are committed to the standards of the Fundraising Regulator (FR) and Saint Francis Hospice is a paid member of the Fundraising Regulator. If you have a reason to complain we promise to:

We are always interested to know more about you and your views. Our Supporter Relations team is dedicated to providing the highest standard of service and if you would like a copy of our complaints procedure please contact us.

Our complaints procedure is also available on our website www.sfh.org.uk.

The Supporter Relations Team is on hand to take your calls between 9am-5pm Monday to Friday.