

Our Supporter



Liverpool Heart and Chest Hospital Charity is committed to fundraising in an honest and transparent way. We are completely reliant on the goodwill and generosity of our supporters to fund our life saving work and every donation we receive, helps us to change the lives of thousands of people living with heart and lung disease.

As a supporter of LHCH Charity you are at the heart of everything we do and giving to us should be a positive and rewarding experience.

As such we promise:

To commit to high standards

- ⇒ We adhere to the [Code of Fundraising Practice](#).
- ⇒ We monitor fundraisers, volunteers and others working with us to raise funds, to ensure that they comply with the Code of Fundraising Practice and with this Promise.
- ⇒ We comply with the law as it applies to charities and fundraising.

We are clear, honest and open

- ⇒ We tell the truth and we will not exaggerate.
- ⇒ We do what we say we are going to do with donations we receive.
- ⇒ We are clear about who we are and what we do.
- ⇒ We give a clear explanation of how you can make a gift and change a regular donation.
- ⇒ We are able to explain our fundraising costs and show how they are in the best interests of our cause if challenged.

We are respectful

- ⇒ We respect your rights and privacy. Your data is safe with us. We take our obligations very seriously and we will never sell your data to third party organisations.
- ⇒ We do not put undue pressure on you to make a gift. If you do not want to give or wish to cease giving, we will respect your decision.
- ⇒ We have a procedure for dealing with people in vulnerable circumstances. Read our [Vulnerable Supporter Policy](#) for more information.
- ⇒ 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 the Telephone, Mail and Fundraising Preference Services to ensure that those who choose not to receive specific types of communication don't have to.

We are fair and reasonable

- ⇒ We treat donors and the public fairly, showing sensitivity and adapting our approach depending on your needs.
- ⇒ We take care not to use any images or words that intentionally cause distress or anxiety.
- ⇒ We take care not to cause nuisance or disruption to the public.

We are accountable and responsible

- ⇒ We will do all we can to ensure that our fundraisers, volunteers and others working with us comply with all fundraising regulations and this promise.
- ⇒ We will always provide easy ways for you to [contact us](#).
- ⇒ If you are unhappy with anything we've done you can contact to make us aware of a concern or a complaint using our [complaints policy](#). If we make a mistake we will apologise and do everything to put things right. However, if we cannot resolve your complaint, we accept the authority of the [Fundraising Regulator](#) to make a final adjudication.
- ⇒ We monitor and record the number of complaints we receive each year and share this data with the Fundraising Regulator on request.

If you have any questions please email us at enquiries@lhchcharity.org.uk or ring the Charity Office on 0151 600 1409