


# Crash Ensemble Donor Charter

October 2026

As a charity seeking donations from the public, we aim to comply with the Guidelines for Charitable Organisations Fundraising from the Public.

We will ensure that we are accountable and transparent in all areas so that all donors have full confidence in the way in which we run our organisation and fundraising practices.

We will treat all of our donors with respect, honesty and integrity. We promise to effectively apply your gifts to us for their intended purposes.

We commit that you, our donors and prospective donors will:

- Be informed of the organisation's vision and mission, and of the way the organisation intends to use donated resources.
- Be informed of the identity of those serving on the organisation's governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.
- Have access to the organisation's most recent financial statements.
- Be assured your gifts will be used for the purposes for which they were given.
- Receive appropriate acknowledgement and recognition.
- Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law.
- Expect that all relationships with individuals representing Crash Ensemble will be dealt with professionally.
- Be informed whether those seeking donations are volunteers, employees of the organisation or hired third party agents.
- Have easily available the agreed procedures for making and responding to complaints.
- Have the opportunity for any names to be deleted from mailing lists and to be informed if the organisation intends to share the mailing lists with third parties.
- Receive prompt, truthful and forthright answers to questions you might have of the organisation.

**What to do if you have feedback**

If you would like to share feedback about any aspect of our work, please contact our CEO. Please provide as much information as possible and let us know how you would like us to respond providing relevant contact details.

Contact: Crash Ensemble CEO, Siân Cunningham.
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