

Your support and generosity helps the Air Cadet Charity CIO to provide support and activities for young people which develop their skills, capacities and capabilities to enable them to participate in society as mature and responsible individuals. We're part of the Fundraising Regulator's scheme, so you can be sure your donation is safe and will be used properly.

Here's our fundraising promise to you.

We will commit to high standards

- We will adhere to the Fundraising Code of Practice.
- We will monitor fundraisers, volunteers and third parties working with us to raise funds, to ensure that they comply with the Code of Fundraising Practice and with this Promise.
- We will comply with the law as it applies to charities and fundraising.
- We will display the Fundraising Regulator badge on our fundraising material to show we are committed to good practice.

We will be clear, honest and open

- We will tell the truth and we will not exaggerate.
- We will do what we say we are going to do with donations we receive.
- We will be clear about who we are and what we do.
- We will give a clear explanation of how you can make a gift and change a regular donation.
- Where we ask a third party to fundraise on our behalf, we will make this relationship and the financial arrangement transparent.
- We will be able to explain our fundraising costs and show how they are in the best interests of our cause if challenged.
- We will ensure our complaints process is clear and easily accessible.
- We will provide clear and evidence based reasons for our decisions on complaints.

We will be respectful

- We will respect your rights and privacy.
- We will 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 will have a procedure for dealing with people in vulnerable circumstances and it will be available on request.
- 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 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.

We will be accountable and responsible

- We will manage our resources responsibly and consider the impact of our fundraising on our donors, supporters and the wider 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 have a complaints procedure, a copy of which will be available on our website or available on request.
- Our complaints procedure will let you know how to contact the Fundraising Regulator in the event that you feel our response is unsatisfactory.
- We will monitor and record the number of complaints we receive each year and share this data with the Fundraising Regulator on request.



How to complain to us

You can call us, write to us or email us about your complaint and we will be pleased to help. To help us investigate and address all complaints, we ask you to provide us with as much information as possible.

The reason for your complaint.

Where and when what you're complaining about happened.

The name(s) of anyone involved (if known).

What outcome you are hoping for.

Your contact details (name, address, daytime telephone number and/or email).

You can call us on 01400 214021 or email info@aircadetcharity.org.uk

If you would prefer to write, please send your complaint to:

Jess Gilbert – Charity Director
Air Cadet Charity
RAF Cranwell
Sleaford
Lincolnshire
NG34 8HB

We strive to respond in full to complaints within ten working days. Where the matter requires more detailed investigation, we will respond in full within 28 days.

If, for any reason, you are not happy with the resolution of your complaint, then just reply to us explaining why you were not satisfied with our response and what you would like us to do to put things right.

Taking your complaint outside the Air Cadet Charity CIO

If your complaint is about our fundraising work or activities and you are not satisfied with our response, you are entitled to take it to the Fundraising Regulator. The Fundraising Regulator ask that you do this within two months of receiving a response from the Air Cadet Charity CIO.

As a member of the Fundraising Regulator, Air Cadet Charity CIO is committed to abiding by any decision they reach on complaints that are escalated to them.

