

OUR FUNDRAISING PROMISE

At Newlife, we are committed to treating our stakeholders with respect. We operate in an open and honest way, endeavouring to deliver the best possible experience for our supporters at all times.

Your support means that we can reach thousands of disabled children and their families each year, making life changing differences. We can only do this with your help. This is our promise to you:

WE ARE IMPACTFUL

We value every donation that you make and will always use your gifts in the most impactful way that we can. We do this by measuring and reflecting upon outcomes, and by striving for continuous improvement. We will provide you with information on how your donation makes a difference.

WE ARE ETHICAL

We will remain honest, open and transparent. Details about our fundraising activities can be found in our Annual Report.

We will adhere to the Code of Fundraising Practice as set out by the Fundraising Regulator, proudly displaying their logo.

We will never sell on your data and will remain compliant with data protection laws at all times. We will never pressure you to make a donation and will respect your decision should you wish to cancel a regular gift.

On occasion, we may work with third party organisations to assist us in raising funds. Each organisation will undergo our due diligence procedures and will be monitored on a regular basis.

We have a procedure available for dealing with people in vulnerable circumstances. Please read our Protecting Vulnerable People Whilst Fundraising Policy for more information.

If you have cause for concern about any of our fundraising activities, please contact us directly. A copy of our Fundraising Complaints Policy is available [here](#). If we are unable to resolve your complaint, we will support you in making your complaint to the Fundraising Regulator.



WE ARE HERE

We are always here to listen and support you. You can contact our Supporter Care team directly at fundraise@newlifecharity.co.uk or call us on 01543 462 777. We welcome all feedback.