

# care

## We care what you think

At the RSPCA we really value your opinion. Our vital work for the welfare of animals depends on your support, and we believe you have a right to expect the highest standards from us in everything we do.

So, just as we've promised to protect animals from cruelty and neglect, we also promise to treat you, our supporters, with respect and integrity. That's why, if you ever have any concerns about the way we work, we'll take them very seriously indeed.

### ...so we set ourselves high standards

The RSPCA has voluntarily joined the Fundraising Standards Board (FRSB), a government approved regulatory body, which works to ensure that organisations raising money from the public act honestly and properly at all times.

As a member of the FRSB we are committed to following a strict set of codes (the Institute of Fundraising's Codes of Fundraising Practice). We also pledge to treat the public with respect, fairness, honesty and clarity in all our money-raising activities. You can read that Promise opposite.



## If we ever fall short of these standards, please tell us

We always do our best to honour our Promise to you and every member of the public. But mistakes do happen, and if you ever feel we have let you down, we will do our very best to investigate your complaint and address your concerns.

### Our Complaints Procedure

The RSPCA has a dedicated procedure for responding to any complaints about our fundraising, and you can be confident this is always adhered to. Complaints should be made in writing. We shall acknowledge them within 5 working days and if necessary follow up with a detailed response within 20 working days.

If you would like to see a copy of our Complaints Procedure, please write to us and we will be happy to send it to you.

### If you're still not happy

We're usually able to resolve any concerns to our supporters' satisfaction. However, if you're not entirely happy with the way we have handled your complaint, you are welcome to make a further complaint to the RSPCA or to take the matter to the Fundraising Standards Board (**call 0845 402 5442 or visit [www.frsb.org.uk](http://www.frsb.org.uk)**).

### Improving our care for animals and people

We genuinely value your feedback about our work and welcome any suggestions as to how we can improve it. And that includes our Complaints Procedure. We take every comment seriously and constructively: after all, the better we serve our donors, the better we can serve the innocent animals we are here to help.

## Our Fundraising Promise to you

### 1. We are committed to high standards

We require all our fundraisers and volunteers to comply with the law (including data protection and health and safety) and with the codes of practice we follow.

### 2. We are honest and open

We tell the truth, we don't exaggerate, we do what we say we'll do and we answer all reasonable questions about our fundraising activities and costs.

### 3. We are clear

We try to be clear and transparent about everything we do, as well as everything concerning how you make a donation and how it is used.

### 4. We are respectful

We respect your rights, dignities and privacy. We won't put undue pressure on you to make a gift. And if you wish to stop giving, or ask us not to contact you in a particular way, we will respect and abide by your decision.

### 5. We are fair and reasonable

We take care not to use any images or words that cause unjustifiable distress or offence, and endeavour not to cause unreasonable nuisance or disruption.

### 6. We are accountable

If you are unhappy with anything we've done whilst fundraising, you can contact us to make a complaint. If we can't resolve your complaint, we accept the authority of the Fundraising Standards Board to make a final adjudication.



## How to contact us

By letter to:  
Fundraising  
RSPCA  
Wilberforce Way  
Southwater  
Horsham  
West Sussex RH13 9RS

Online: [www.rspca.org.uk/contact](http://www.rspca.org.uk/contact)

By phone: **0300 123 0346**  
(during normal office hours, when your call may be monitored or recorded for training purposes)

Whilst we are happy to discuss any issues over the phone, you will need to put the details of any complaint in writing before it can be investigated.

The Fundraising Standards Board  
Hampton House, 20 Albert Embankment  
London SE1 7TJ  
T: 0845 402 5442  
[www.frsb.org.uk](http://www.frsb.org.uk)

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