

# Birmingham Royal Ballet

## Fundraising Charter

Birmingham Royal Ballet is registered with the Fundraising Standards Board (FRSB) which is a self-regulatory body for fundraising in the UK. Members agree to adhere to a fundraising promise and maintain the highest levels of good practice in their fundraising activities.



**BIRMINGHAM  
ROYAL BALLET**  
*Director David Bintley CBE*

### Our Fundraising Promise

#### **We are committed to high standards**

- We comply with the Institute of Fundraising's Code of Fundraising Practice.
- We are members of the independent Fundraising Standards Board scheme which works to raise standards in fundraising within the framework of self regulation.
- We ensure, as far as we can, that fundraisers and suppliers acting on our behalf adhere to the principles of the Charter.

#### **We are honest**

- We don't make false or exaggerated claims.
- We do what we say we are going to do.
- We don't pretend we can do things we can't.

#### **We are open**

- We will answer any reasonable questions you have about our administration and fundraising costs.
- We will provide, on request, any reasonable information about our fundraisers; whether they are paid or volunteers.
- We will let you know how you can get more information from us.

#### **We are clear**

- We will be clear about who we are, what we do and what your gift will be used for.
- We will explain the details of any regular gift before you sign up.
- We will be clear about how much of your gift goes to any third party business.
- We give clear instructions about how you make a gift and how you might cancel a regular gift.
- We require anyone fundraising on our behalf to clearly identify themselves as one of our representatives.

### **We are fair**

- If you want to cancel any regular gift, we will carry out your instructions as soon as possible.
- We will listen to your views on our fundraising activities.

### **We are reasonable**

- We will use your gift for the reason we told you.
- We will use your gift effectively.
- We will be careful not to use any images or words that cause you unreasonable distress or offence.

### **We are respectful to donors**

- We will not put unfair pressure on you to make a donation.
- If you don't want to make a donation, we will respect your decision.
- We won't use excessive emotional arguments to make you feel guilty about not giving to us.
- If you tell us that you do not want us to contact you in a particular way (e.g. by telephone) we won't do it.

### **We are responsible**

- We always comply with the law when we fundraise.
- We will only use your personal information for the purposes stated and for which you have given your consent.
- We avoid causing nuisance, damage or disruption.
- We make sure our events are well run and meet health and safety requirements.

### **We are accountable**

- We answer all reasonable questions about our fundraising and will send you a copy of our accounts if you ask for them.
- If you are unhappy with anything we've done while fundraising, you can write to us and complain.
- We will acknowledge your complaint within seven days and commit to dealing with the matter within 30 days.

### **You have independent redress**

- We accept the authority of the Fundraising Standards Board (FRSB) to make the final decision on fundraising-related complaint.
- If you are still not happy with how we have dealt with any complaint you can take to the Fundraising Standards Board (FRSB).
- The FRSB will acknowledge your complaint within seven days and commit to dealing with the matter within 60 days.
- We will comply with any ruling or recommendation made by the FRSB.