



BRITISH ASIAN TRUST

TRANSFORMING LIVES TOGETHER

## Our fundraising promise

### Registered with the Fundraising regulator

The British Asian Trust is proud to be registered with the [Fundraising Regulator](#), the independent regulator of charitable fundraising.

Being registered with the Fundraising Regulator means we are committed to its [Fundraising Promise](#) which outlines our commitment to donors and the public. This means we ensure that our fundraising is legal, open, honest and respectful. The standards for fundraising are set out in the [Code of Fundraising Practice](#).

### 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 keep your personal details safe

- We will only ask for personal details that are relevant and required.
- We will never share or sell your details with charities or other third parties for marketing purposes, unless they're working on our behalf.
- We will comply with the law, including those that apply to data protection, health and safety and the environment.
- We will do all we can to ensure that fundraisers, volunteers and fundraising contractors working with us to raise funds comply with the Institute of Fundraising Codes and with this promise.

### We will treat you with courtesy and respect

- We will respect the rights, dignities and privacy of everyone who supports us.
- We will not put undue pressure on you to make a gift. If you don't want to give, or wish to stop giving, we will respect your decision.
- We won't email you unless you have opted-in to receive emails from us.
- If you tell us that you don't want us to contact you in a particular way, we won't.



Colour Court, St. James's Palace, London SW1A 1BA

T +44 (0)20 7024 5646 F +44 (0)20 7024 5784 E [info@britishasiantrust.org](mailto:info@britishasiantrust.org) W [www.britishasiantrust.org](http://www.britishasiantrust.org)

UK registered charity number: 1127366 | Registered company number: 06588239

**We will be fair and reasonable in all our work**

- 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.

**Making a complaint**

We take our promise to you very seriously and pride ourselves on working with you openly, honestly and respectfully so that the money you donate can be put to use as quickly as possible.

If you're unhappy with anything we've done while fundraising, or feel we're falling short of our standards, please get in touch with us so we can take action.

Our complaints procedure, found [here](#) explains how we'll deal with the issue you've raised. If we can't resolve your complaint, we accept the authority of the Fundraising Regulator to make a final adjudication.

**Get in touch**

Don't hesitate to contact us if you'd like to talk about anything relating to our fundraising or our promise to you.

For all general enquiries please call our office on 020 7024 7149. We're open 9am – 5.30pm, Monday to Friday.

Or you can email us on [changes@britishasiantrust.org](mailto:changes@britishasiantrust.org)

Our postal address is:  
British Asian Trust  
Colour court  
St. James's Palace  
London  
SW1A 1BA

**Thank you.**

