



Landmark Arts Centre takes pride in being registered with the Fundraising Regulator, the independent authority overseeing charitable fundraising standards in England, Wales, and Northern Ireland. We wholeheartedly commit to the Fundraising Promise, emphasizing respect, fairness, honesty, and clarity in all fundraising endeavours.

For any enquiries or concerns regarding our fundraising activities or any other aspect of our work, please feel free to contact us via email or phone.

Our Commitments:

- **Adherence to High Standards:** We will follow the Fundraising Code of Practice, ensuring all fundraisers, volunteers, and third parties raising funds on our behalf comply with this code and our promise. We commit to abiding by the law relevant to charities and fundraising and will showcase the Fundraising Regulator badge on our materials as a sign of our commitment to good practice.
- **Clarity, Honesty, and Openness:** We pledge to always tell the truth, without exaggeration, and to use donations as promised. Our communications will be clear about our identity and activities, providing straightforward information on how to donate or change a regular donation. Transparency will be maintained in any third-party fundraising activities, including the financial aspects, ensuring our fundraising costs are justified.
- **Respectfulness:** Your privacy and rights will be respected at all times, without undue pressure to contribute. We will honour your decisions regarding donations, including cessation of giving, and have protocols for engaging with individuals in vulnerable circumstances. Consent for contact, as required by law, will be obtained, and preferences for communication will be respected.
- **Fairness and Reasonableness:** We will engage with donors and the public in a fair and sensitive manner, avoiding any actions that might cause distress, nuisance, or disruption.
- **Accountability and Responsibility:** Our resources will be managed wisely, with consideration for the impact of our fundraising on donors, supporters, and the public. A clear complaints procedure is in place for any fundraising concerns, with details on how to escalate issues to the Fundraising Regulator if necessary. Feedback will be actively sought and addressed, and complaints data will be recorded and shared with the Fundraising Regulator upon request.