



Procedural guidance

Youth Music's fundraising promise

Youth Music is registered with the Fundraising Regulator and we strive to follow best practice in all our fundraising activities

We are committed to high standards

- We adhere to the Fundraising Code of Practice and work hard to ensure that fundraisers, volunteers and third parties working with us to raise funds comply with the Code and with this Promise.

We are clear, honest and open

- We are clear about who we are and what we do with donations we receive.
- We give a clear explanation of how you can make a gift and change a regular donation.
- When a third party fundraises on our behalf, we make this relationship and the financial arrangement transparent.

We are respectful

- We respect your rights and privacy.
- We will never put undue pressure on you to make a donation. If you do not want to give or wish to cease giving, we respect your decision.
- If you tell us that you don't want us to contact you in a particular way we will not do so.

We are fair and reasonable

- We take care not to use any images or words that intentionally cause distress or anxiety.
- We take care not to cause nuisance or disruption to our supporters.

We are accountable and responsible

- We manage our resources responsibly and consider the impact of our fundraising on our donors, supporters and the wider public.
- We have a complaints procedure, a copy of which is available on our website.
- We monitor and record the number of complaints we receive each year and share this data with the Fundraising Regulator on request.

This fundraising promise was last updated in May 2018.