

Our promise and commitment to you

We respect you and we want to work together with you for a brighter and more caring future.

Just one of the ways we feel we can show our appreciation of your kindness and generosity is by showing our commitment to you. We have prepared a Covenant Charter, so you know exactly what you can expect from us.

1) You remain in control.

We promise not to put undue pressure on you to make a gift and if you do not want to give or would like to stop giving we will respect your decision.

2) You'll only hear from us when **you** want to.

Along with your official gift acknowledgement, we'll send you a survey so you can tell us exactly how and when you'd like us to communicate with you (and we'll respect your wishes, of course!).

3) You'll receive regular updates with what is happening at Sue Ryder Care.

We'll tell you how your gift helps us realise our vision of better care for seriously ill people - both now and in the future.

4) Your details are safe with us.

We would like to reassure you that your details are safe with us and we promise not to share them with any third party. We comply with the Data Protection Act of 1998 and we have also produced our own fundraising data policy, which we're happy for you to see, just let us know.

5) You'll receive a special Anniversary thank you.

On the anniversary of the start of your gift, we'll write to let you know how much you have given and what a positive difference your support has made.

6) You'll receive prompt and complete answers to any queries or complaints you may have.

As one of our most cherished supporters, your concerns are our concerns.

7) You will be welcome to visit a Sue Ryder Care centre.

You can meet the care teams and see for yourself what your money achieves.

8) You'll receive a formal acknowledgement when your deed of covenant is approaching the end date.

We'll include details of what your gift has achieved so you know what a difference you have made.