

Our Supporter Charter

We couldn't do all that we do without your support, and we endeavour to be honest, accountable and respectful in all that we do.

We promise:

To use your donations wisely: to bring us closer to our shared vision of a caring community where Wiltshire recognises, values and supports carers.

To respect your privacy: if you prefer not to be contacted in a particular way, we will record and respect your wishes. We won't sell or swap your details with other organisations.

To be honest and transparent: we will keep you informed about how your donations are spent, and will happily answer any questions you have about how we fund our work

To listen: we encourage your feedback and would love to have the opportunity to discuss our work in more detail.

To be courteous and respectful: we will acknowledge your donations promptly - unless you request not to receive a thank-you - and will respond to questions, enquiries and complaints in a timely and professional way.

If you have any questions about any aspect of our work, we'd be delighted to hear from you. Please contact Jon Berridge, our partnerships and development manager, jonb@carersinwiltshire.co.uk or telephone 01380 871690.

Carer Support Wiltshire is registered with the Fundraising Regulator and is committed to its Fundraising Promise.