

Public Compliance Statement on Fundraising from the Public

- The SER Family Support Network is committed to complying with the Guidelines for Charitable Organisations on Fundraising from the Public and has formally discussed and adopted the Guidelines at a meeting of the governing body.
- The SER Family Support Network confirms its commitment to the principles set out in the Guidelines for Charitable Organisations on Fundraising from the Public by a statement to that effect in its annual report.
- The SER Family Support Network has a Donor Charter which is consistent with the Guidelines for Charitable Organisations on Fundraising from the Public.
- The SER Family Support Network regularly monitors compliance with the Guidelines for Charitable Organisations on Fundraising from the Public and compliance reports are received regularly by the governing body.
- The SER Family Support Network considers the Guidelines for Charitable Organisations on Fundraising from the Public when planning all fundraising activity.
- The SER Family Support Network has a policy on working with third party fundraisers (if applicable).
- The SER Family Support Network provides honest, open, accountable and transparent disclosure when fundraising from the public.
- The SER Family Support Network has appointed a senior member of staff to be responsible for compliance with the Guidelines for Charitable Organisations on Fundraising from the Public.
- The SER Family Support Network ensures that fundraising staff are provided with information and training on the Guidelines for Charitable Organisations on Fundraising from the Public and its implementation.
- The SER Family Support Network has a feedback and complaints procedure consistent with the Guidelines for Charitable Organisations on Fundraising from the Public. Feedback is recorded for review by relevant staff including the CEO and governing body. Feedback is responded to promptly and appropriately.
- The SER Family Support Network prepares financial reports consistent with the requirements of the Charities Act 2009 and the Charities Regulator which include a statement concerning the extent to which control of the organisation is independent of its funding sources.
- The SER Family Support Network ensures that all donations are tracked and recorded and complies with data protection requirements.
- The SER Family Support Network is accessible to the public through a number of readily available contact options.