

Letter from the Director: Our Promise to You

Dear Supporter

To bring in the New Year, my team at AbleChildAfrica want to first thank you for the support you've provided, which in the last year alone has allowed us reach 8,580 children and to move into Rwanda, our first new African country in 10 years. That's a huge impact, especially for a small grassroots charity, and without you we simply couldn't make the difference we have.

That is why I'm writing today, to share an open promise to you and ask for your feedback on how we are doing.

At AbleChildAfrica, we are committed to fundraising in an honest, transparent way and putting our supporters at the heart of everything we do. We rely on your goodwill and generosity, so we believe that when you donate your time and money, it should be a positive and rewarding experience.

Our public promise to you is that:

- We will ensure all our fundraising activities are honest, transparent, compliant with the law and respectful towards both our donors and our beneficiaries*
- We will publish clear information about our finances and charitable spend, both through the Charity Commission website and on our website*
- We will protect any information or data that you give us*
- We will never sell your data to any third party organisations*
- We will only ever contact you in the ways you have given us permission to use*
- We will give you the opportunity to change your communication preferences or opt out entirely in any communication that we send to you*
- We will always provide you with an easy way in which to contact us and ensure that our team respond to you as quickly and clearly as possible*
- We will review our fundraising and communication methods periodically, including by seeking feedback from our supporters and acting on that feedback wherever possible*
- We will always respect you and your decision if you do not wish to donate or support our work*
- We will always treat our supporters with respect, especially vulnerable people and those who are under 18*
- We will do all we can to ensure that our fundraisers, other staff, Trustees and volunteers understand this promise and comply with it at all times*
- We do not currently work with or plan to work with any third party fundraising agencies. Should this change in the future, we will ensure that they are familiar with this promise, monitor their work and act swiftly should it fail to meet our high standards*

If you ever have any concerns about the way we fundraise, we have a robust complaints process which can be found under FAQs on our website.

Whilst charities are increasingly being put in the spotlight in the media, we wanted to reach out and ask how we are doing, if you would like more or less contact from us, and any feedback you may have. I very much hope that the way we currently communicate suits you.

Please take this opportunity to use the next page and envelope provided to send us your communication preferences and any feedback you may have. We really would love to hear from you.

We can always be reached on 020 7793 4144 or email info@ablechildafrica.org.uk. Alternatively, you can write to the following address: The Administrator, AbleChildAfrica, Unit 3, Graphite Square, Vauxhall Walk, London, SE11 5EE, UK.

I hope that you're as proud as I am about what we are achieving together to reach our vision of a world in which all children with disabilities are fully included as equal members of society and are able to achieve their full potential. So, thank you again.

Best Wishes,



Dr Jane Anthony
Executive Director
AbleChildAfrica

i. <http://www.ablechildafrica.org/our-finances/>



We'd love to stay in touch!
Communication Preferences and Feedback Form

Please send this card back to us with any updated contact details and let us know how you'd like us to be in touch with you. Where possible, we prefer to contact you via email to keep our costs down and ensure more of your generous donations reach our charitable activities.

About You

Title First Name/s Surname
Address
..... Post code
Your Email Your Telephone

Gift matching: if it's relevant to you and you're happy to tell us, please tick this box if the company you work for matches charitable gifts so we can maximise any funds you raise for us

Your Communication Preferences

Please keep in touch with me about AbleChildAfrica's work and possible volunteering or fundraising opportunities via:

Email Post Phone Any of these channels

(Please tick all that apply)

Or

I do not want to receive updates about AbleChildAfrica's work and possible volunteering or fundraising opportunities

You can change your communication preferences with us at any time by emailing info@ablechildafrica.org.uk or calling +44 (0)20 7793 4144.

Your Feedback

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If you need more space, please continue overleaf.

Thank You.

Please return this form

By email to info@ablechildafrica.org.uk

Or by post The Administrator, Unit 3, Graphite Square, Vauxhall Walk, London, SE11 5EE, UK.

A series of horizontal dotted lines for writing.