

# HIAS+JCORE Ethical Fundraising Policy, June 2025

This policy sets out how HIAS+JCORE manages ethical issues and social responsibility within our fundraising.

At all times we seek to be open, honest, fair and to operate in a legal way that meets not only the law, but also fundraising regulation and best practice, including the [Code of Fundraising Practice](#).

Everyone who is involved in fundraising for HIAS+JCORE has a responsibility to be aware of and comply with the ethical issues and procedures in this policy.

## Scope

This policy applies to all staff members, trustees and volunteers who are undertaking fundraising activities on behalf of HIAS+JCORE.

## People And Organisations

### Trustees

HIAS+JCORE trustees must be aware of and comply with Charity Commission guidance [CC3a](#), regarding trustees responsibilities, particularly in relation to always acting in the charity's best interests and managing any conflicts of interest.

The trustees are also aware of and follow the six principles in Charity Commission 20 ([Charity Fundraising: a guide to trustees duties](#)).

HIAS+JCORE will always be honest about what we can achieve when asking for funds, submit realistic budgets, use the funds for the purpose intended and ensure that we provide any reports required, on time.

We will ensure that everyone is aware of and consistently complies with the [regulatory guidance](#) on fundraising behaviours and respond promptly and effectively to any [fundraising complaints](#).

### Supporters

HIAS+JCORE supporters have a right to expect us to provide clear, truthful information on our work, including reporting on how we spend the funding we are given and managing donors' information responsibly.

We will comply with the guidance issued by the Charity Regulators and UK law, including in respect of openness and honesty with our supporters and members of the public.

We will respect the privacy and contact preferences of our donors. We will respond promptly to requests to cease contact, or to any complaints, and will act to address their causes.

Further details about retention of data relating to HIAS+JCORE's fundraising can be found in our Data Retention and Protection Policy.

## Beneficiaries

HIAS+JCORE will always ensure that our communications represent beneficiaries of our work in a respectful manner, which portrays them in the way they would wish to be seen.

Personal or identifying information will only be shared once informed consent has been received. HIAS+JCORE will ensure that our communications, including fundraising materials, never include information which could put our service users and beneficiaries at risk.

## Bullying and abuse

HIAS+JCORE operates a zero-tolerance policy towards abuse, including discrimination, bullying and sexual harassment, for anyone who is involved with our charity. This includes both fundraising staff and volunteers and the wider staff and trustee team, and HIAS+JCORE volunteers. Please see our Grievances Policy and Equal Opportunities Policy for further details.

HIAS+JCORE will at all times maintain a culture of respect and equality. We will ensure that staff, trustees, volunteers and service users are made aware of the processes we have in place for raising concerns. Any allegations of abuse will be dealt with promptly, sensitively and in accordance with employment and any other laws. Please also see our Safeguarding Policy for further details.

## Vulnerable individuals

In communicating with potential or existing donors we will be mindful of indicators that may suggest he or she may be vulnerable, using [REAL](#):

- **Retain - and repeat the information you give an individual?**
  - Do you have to repeat what you have said multiple times?
- **Explain – are they able to properly explain or communicate the decision they have made?**
  - Are they joining in the discussion or just agreeing with what you are saying?
  - Are they asking questions that aren't related to what you are saying?
- **Able – can they understand what they are being told?**
- **Listen – are they able to listen, follow and understand the discussion taking place, or are they just repeating what you say?**

If an individual shows signs of possible vulnerability, we will:

- Consider communication preferences.
- Not make assumptions about an individual.
- Ask them what they need and how you can help them better.
- Empathise and sympathise with the individual.
- Try asking questions in a different way.
- Summarise anything that has been decided or agreed in plain English.

We:

- Will not place any undue pressure on individuals to donate.
- Do not either solicit nor accept donations from anyone whom we know or think may not be competent to make their own decisions.
- Are sensitive to any particular need that a donor may have.

## **Who we will accept funding from**

HIAS+JCORE will not partner with any individual, organisation or company that produces goods/services or acts in a way that is contrary to our charitable objects, or values.

While our funders are a valued stakeholder, we are also clear that donations will not dictate our policy or strategy, and will not accept any funding which seeks to do so.

We are aware of and comply with the Charity Commission [RS2 – Charities and Commercial Partners](#). We will ensure that any commercial agreement represents a fair deal for the charity and.

- Clearly establishes what we expect to gain from it, prior to entering into an agreement.
- Set up appropriate systems to monitor and review the partnership.
- Take appropriate steps to identify and manage any risks.
- Ensure from the outset that the expectations of both the charity and the company have been agreed and.
- Can be managed effectively and appropriately.

We will disclose any commercial partnerships in our Annual Report.

## **Statutory Authorities**

HIAS+JCORE will also be mindful of [RR7 - Independence of Charities from the State](#). In particular, we will ensure that our organisation remains independent and that any funding provided does not discharge the statutory duties of the State.

## **Systems And Procedures**

### **Donations**

If supporters wish their donation(s) to be used in a specific way, or for a specific purpose, they may make a restricted donation by providing written instructions with their donation. We will always respect this and be transparent with a donor if their request is not possible.

### **Refusals**

HIAS+JCORE abides by the law which requires us, in deciding whether to accept or refuse a donation, to consider which action is in the charity's best overall interest. We have adopted a Donations Acceptance and Refusal Policy, which covers this in detail.

### **Due Diligence**

We will undertake reasonable due diligence of donors, to ensure they do not hold views or are involved in activities which may be incompatible with our role and damage our reputation.

We will ensure that all donations made are safe to accept, and that doing so would be in the best interests of our organisation. We will also consider issues, such as [suspicious donations](#), or managing large anonymous gifts, or those from vulnerable individuals.