

Donor Charter

The University of Stirling is very grateful to all of our donors for their very generous support. We are committed to providing our donors with the highest level of care and respect and in a transparent and accurate manner. As valued supporters of the University of Stirling our commitment to you is detailed below in our 10 point Donor Charter. www.stir.ac.uk 15

1. To be treated by all Stirling's staff and volunteers involved with the solicitation and receipt of donations in a fair, transparent, accurate, respectful and honest manner in accordance with all applicable laws and the professional code of fundraising ethics and good practice.
2. To inform donors of the way we intend to use funds donated to the University and emphasise our commitment to use their funds effectively and for their original intended purpose.
3. Be consulted if for any reason that the donation cannot be used for its original intended purpose and agree for an alternative use.
4. Ensure unrestricted donations are used for such purposes as the University deems the greatest need.
5. To keep our donors updated and informed by providing regular updates and reports demonstrating the impact of their donation in their area of support and to the University.
6. Invite donors to relevant annual events which highlight their philanthropy and the University's evolving needs and priorities.
7. Appropriately and promptly acknowledge, recognise and publicise donations in consultation with donors. If requested we will respect anonymity.
8. Respect donors' rights to privacy and fully comply with the data protection act of 1998.
9. Provide access to the University's most updated financial accounts.
10. To resolve any complaints by a donor or prospective donor about any matter relating to the University's fundraising activities, within 5 days. Unresolved matters will be resolved through the University's complaints procedure and responded to within 20 days.