



For better
mental health

Donor's charter

When you consider making a gift to H&F Mind, we undertake that:

- all communications concerning it will be honest, truthful and will comply with the law
- your right to privacy will be respected and you will not be subjected to any form of undue pressure
- your gift will be applied to the purpose for which it was originally requested
- your gift will be used in a way that preserves the dignity of the beneficiary/ies
- your gift will be handled responsibly and to the greatest advantage of the beneficiary/ies
- fundraisers will consider your wishes as a donor and will be transparent in their dealings with you
- fundraisers will achieve the highest professional standards at all times
- fundraisers will at all times be aware of H&F Mind's commitment to equal opportunities and diversity and implement these values and policies in all communications
email, letter and phone enquiries requiring an answer, will be responded to within 7 working days.

Any concerns you may have relating to these points will be handled swiftly and effectively.