

Citizens Advice Scotland

Funding Policy

Date: 27 August 2024

As a charity, we raise funds to support:

- Our free, independent, impartial, non-judgemental, confidential advice. This is an essential community service, empowering people to stand up for their rights and understand their responsibilities, helping to change lives, and improve wellbeing. **Our advice is free to all.** We will never invite, expect or pressure for donations in return for advice.
- Influencing policy and driving positive change using people's real-life experiences. We are on the side of people in Scotland who need help and we change lives for the better.
- Our volunteer service. Through our volunteers our services are rooted within the communities we support. We provide extensive and in-depth training, mentoring and ongoing development giving our volunteers life-long learning and employability skills, reducing social isolation and improving well-being.

Your trust matters to us. We tell you what we use funds for. We have controls to make sure funds are held safely and used for what we commit to. We fundraise fairly, with respect and integrity:

- All fundraising activity we do will clearly state how the funds raised will benefit CAS, where this policy statement can be found, and how to complain about any fundraising.
- We will never ask for donations by door-to-door collections.

We accept funding from UK, Scottish and local government, organisations, companies and individuals to support our free impartial, independent advice giving and our work to influence policy and drive positive change to make people's lives better.

We will check carefully so that we do not accept funds or donations that:

- Compromise the independence of the advice we give or the social policy campaigning we do.
- Potentially cause harm to our Network and reputation for example:
 - deterring people from using our services
 - deterring funders or donors
 - creating unacceptable liability, excessive administration or future expense.
- Are unlawful.
- Are any form of bribe.

We will not endorse products or companies.

Vulnerability takes many forms, is complex and ever changing. People move in and out of vulnerability over time. Our staff and volunteers are trained and experienced to support clients who are vulnerable, have additional needs and those who face barriers and inequalities. If a potential donor is considered unable to make an informed decision about donating, our staff will not accept the donation.

We comply with the [Code of Fundraising Practice](#), and have adopted the Good Fundraising Guarantee.

Good Fundraising Guarantee

Fundraising is the life blood of many Scottish charities and we need to raise funds from voluntary sources. We could not fulfil our charitable mission without the support of generous, thoughtful and committed donors. We value the support of donors and understand the need to balance our duties to beneficiaries, with our duties to donors.

That's why we make this commitment to you.

We will comply with the law as it applies to charities and fundraising and we commit that we will guarantee to adhere to best practice as outlined in the Fundraising Code of Practice.

We will monitor fundraisers, volunteers and third parties working with us to raise funds, ensuring that they also comply with this Code of Practice.

We guarantee to operate in line with the values of the Code; to be Legal, Open, Honest and Respectful in all our fundraising. To promote and underpin these values, we commit to the following standards:

- We will be clear about who we are and what we do
- We will give a clear explanation of how you can make a gift and change or stop a regular donation
- If you do not want to give or wish to cease giving, we will respect your decision
- We will respect your rights and privacy
- We have a procedure for dealing with people in vulnerable circumstances and it will be published on our website or will otherwise be available on request
- We will hold your data securely
- We will communicate with you in accordance with your selected preferences.

If you feel we have not adhered to these standards, or think we could do better, please contact Madison Klopfer, Lead Business Development Officer at Business.Development@cas.org.uk and we will deal with [your complaint](#) quickly and thoroughly.

We commit to ensuring our complaints process is clear and easily accessible and we will provide clear and evidence-based reasons for our decisions on complaints.

However, should you be dissatisfied with our response, you will be able to take this further by contacting the Scottish Fundraising Adjudication Panel: **info@goodfundraising.scot**