

Donor's Charter

Last updated 10/07/2022



We commit to being accountable and transparent so that donors and prospective donors can have full confidence in Opora.

We promise we will effectively apply your gifts to us for their intended purposes.

We commit that our donors and prospective donors will:

- Be informed of Opora's mission, and of the way it intends to use donated resources.
- Be informed of the identity of those serving on the organisation's governing board, and that the board will exercise prudent judgment in its responsibilities.
- Have access to the organisation's most recent publicly available financial statements.
- Be assured their gifts and donations will be used for Opora's core charitable activities and purposes, unless pre-agreed otherwise
- Be assured that all partners associated with Opora through charitable activities and fundraising events will have gone through our Due Diligence and Know Your Donor/Client processes
- Receive appropriate direct acknowledgement and recognition, with any public recognition from Opora performed upon mutual agreement and in pre-agreed formats and methods
- Be informed about the services and developments and the work of Opora that donations help to support through our regular donor updates.
- Be assured that information about their donation is handled with respect and with confidentiality and to the extent provided by law
- Agree that donors with single or total cumulative donations of over £25,000 per financial year can be disclosed if required in the process of Opora's grant or funding applications
- Expect that all relationships with individuals representing the charity will be dealt with professionally and in adherence to best industry practice.
- Have easy access to the agreed procedures for making and responding to complaints.



- Have any queries and complaints dealt with courteously and as efficiently as possible.
- Have the opportunity for any names to be deleted from mailing lists and to be informed if the organisation intends to share its mailing lists with third parties.
- Receive prompt, truthful and forthright answers to questions about Opora and its activities.
- Be aware that a donation may be refused based on Opora's Know Your Donor, Due Diligence and other relevant policies

