

Supporter Promise

Our promise to you

A key principle of Thera's vision is that:

‘Thera will respect the rights and wishes of people at work,
at home and in the community’

We want our supporters to understand that this culture permeates all our work. We are grateful for however you choose to support us and as a result you can, and should, expect honesty and transparency from us, always acting in line with that principle.

Everyone who enables us to provide support people with a learning disability, in the many ways that we do, should feel appreciated and valued. Please tell us if this isn't the case.

We respect you

We will never pressure you to make a donation and if you do not wish to donate we will respect your decision. We will never assume you agree with an element of our cause if you've not already raised your hand and told us, so we'll never put pressure on you to volunteer your time or take part in a campaign.

What we spend your donations on

Our day to day direct and community support is paid for either by local authority contracts or independently by the person being supported. The projects which sit outside of these types of support, providing opportunities for people with a learning disability to lead a fulfilling life and reach their personal goals, are funded largely by voluntary income.

If you donate to, or fundraise for a specific part of the Thera Group, your donation will be used specifically for that part of the group. For example, if you choose to donate to Gig Buddies, your donation will be restricted only for Gig Buddies' use.

Your data is safe with us

We protect your data. We take our obligations very seriously and we will never sell your data to third party organisations. We will only keep in touch with you using methods we have received your consent for. You can contact us at fundraising@thera.co.uk any time you wish to change your consent or to opt out of all future communications.

Data Privacy: (url to be inserted here)

We are responsible

We do all we can to ensure fundraisers and volunteers comply with all fundraising regulations. If you are ever unhappy with our activity we promise we will investigate thoroughly.

If you do wish to make a complaint, we will:

- Treat feedback seriously and in confidence
- Try to resolve complaints/issues promptly
- Learn from it and act to further improve our services

Complaints: (Complaints procedure url to be inserted here)