

Our fundraising promise

Your support to the Royal Free Charity makes a real difference for patients at the Royal Free, Barnet and Chase Farm Hospitals. Our activities couldn't be achieved without you and this is our fundraising promise to you.

We promise to:

- Make sure our fundraising follows good practice, is ethical and legal.
- Comply with the Fundraising Regulator's Code of Practice.
- Keep your personal data safe and never sell them or share with other organisations.
- Contact you in the way you have agreed and send you invitations and information that we think will be of interest.
- Respond to any concern or complaint and to learn from any mistakes or misunderstandings to ensure they do not happen again.
- Keep you informed of how your support improves patient care.

You can expect:

- Support from us with your fundraising activities.
- To donate when and what you want, no pressure from us.
- That we will always be grateful for your support.
- To decide how we communicate with you
- That we will try to put things right if you tell us they are not.

Would like to talk to us?

You can call the office on 020 7317 7772, weekdays between 9 and 5. Or you can email us on rf.fundraising@nhs.net - we would love to hear from you.

If you'd like to raise a concern

Although we are committed to high standards in everything that we do, we realise that sometimes things can go wrong and that not everyone will agree with everything we do. If you would like to raise a concern, make a complaint - or even give a compliment - you can do so. Please:

Call: 020 7317 7772

email: rf.fundraising@nhs.net

Write: Royal Free Charity, Pond Street, London NW3 2QG

A member of the management team will contact you within one working day and will do everything they can to resolve your concerns. If you contact us by phone, we hope to be able to address your concerns there and then. A written acknowledgement will be sent within two working days. Where possible, we will endeavour to send you a full written response within 15 working days.

Please read our privacy policy to see how we collect and manage information about you, and how to change your communication preferences.