

# Our Supporter Charter

Shelter believes that everybody needs a home in a place where they can thrive. Shelter helps millions of people every year struggling with bad housing or homelessness – and we campaign to prevent it in the first place. We're here so no one has to fight bad housing or homelessness on their own.

Your generosity means that Shelter can be there for people in a crisis, and when they need longer term support.

Your support allows us to operate a nationwide network of Shelter advice centres that provide desperately needed practical help and legal support, and to run our free helpline that's open every day for anyone in housing need.

You're helping us campaign for new laws and policies to tackle the current crisis, and you are the bedrock of our continuing efforts to end bad housing and homelessness for good.

## Our commitment to you

### We will:

- use your donations carefully and responsibly
- respect your wish to assign a gift to a particular aspect of our work
- thank you for your support and let you know what your donations have made possible
- make the best use of our income by funding work that has a demonstrable, positive impact on the lives of homeless and badly housed people, while keeping support costs to a minimum
- ensure that your personal details and donations are kept secure, and never share your personal data with other organisations
- abide by the Institute of Fundraising Codes of Fundraising Practice and ensure that all our activities are open and fair, honest and legal
- communicate with you in the ways that you prefer and, if these change, adapt them swiftly to suit your needs
- acknowledge any queries and complaints within three working days, and respond fully within ten working days via your preferred method of contact.

## Contact us

Our supporter helpdesk number is **0300 330 1234** or email [info@shelter.org.uk](mailto:info@shelter.org.uk)



# Shelter