



FRIENDS OF WYE MARSH INC. POLICY MANUAL

OPI: Executive Director	Date: April 24, 2014
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Section: Fundraising	Revision Date: December 30, 2020

DONOR BILL OF RIGHTS POLICY

Purpose: Philanthropy is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. Philanthropy merits the respect and trust of the general public, and donors and prospective donors shall have the full confidence in the not-for-profit organizations and causes they are asked to support.

Policy:

To ensure that donors to the Friends of Wye Marsh Inc. (FOWM) have full confidence in the organization and its appeals, the following donors' rights are recognized. All donors have the following rights:

1. To be clear about our mission and how Friends of Wye Marsh Inc. intends to spend their donations.
2. To know that their donation will be used for the purpose for which it was given.
3. To trust that information about their donation will remain confidential to FOWM to the extent provided by law.
4. To be assured that their donation will be banked promptly and spent within a reasonable amount of time.
5. To receive appropriate thanks and recognition.
6. To receive, upon request, all published financial statements.
7. To know that complaints will be taken seriously, handled promptly and responses will be sent quickly.
8. To receive prompt and accurate answers to questions.
9. To be provided with reports on the way that funds have been spent.
10. To be treated professionally and with respect during fundraising campaigns.
11. To choose to be excluded from any future solicitations.
12. To expect that there is a fair and proper balance between the interests of donors and the aims and objectives of FOWM.
13. To know that there is no obligation to buy an incentive or to return it.
14. To know whether an individual soliciting funds is a volunteer, an employee, a hired solicitor or other.
15. To have the right to remain anonymous.
16. To know that donor names will never be sold.
17. To request that their name not be exchanged for fundraising purposes.
18. To have the right to escalate a complaint to the FOWM Board of Directors and if still not satisfied to submit a complaint director to the Canadian Centre for Philanthropy.