

## The Haven Wolverhampton's Supporter Code of Conduct

### Introduction

The Haven Wolverhampton is committed to providing support and resources to survivors of domestic abuse. We greatly appreciate the generosity of our supporters, whose contributions enable us to carry out [our mission](#). To ensure the highest standards of integrity, we have developed this Supporter Code of Conduct to guide the actions and behaviour of our supporters.

### Principles

1. **Respect for Mission and Values:** Supporters are expected to align their contributions with [The Haven's mission, values, and goals](#). Your engagement should support our efforts to combat domestic abuse and empower survivors.
2. **Legal and Ethical Compliance:** Supporters must adhere to all relevant laws and regulations governing charitable giving in the United Kingdom. Contributions should not involve illegal or unethical activities.
3. **Conflicts of Interest:** Supporters with potential conflicts of interest, including financial or personal gain from their contributions, should disclose these conflicts to The Haven in a transparent manner and at the earliest opportunity.
4. **Privacy and Confidentiality:** Supporters should respect the privacy and confidentiality of survivors, staff, and volunteers. Personal information obtained through engagement should be handled with care and used only for its intended purpose.
5. **Non-Discrimination:** Supporters are expected to support The Haven's commitment to diversity, equity, and inclusion. Contributions should not discriminate or promote harm to any group or individual based on protected characteristics.
6. **Zero Tolerance:** The Haven is committed to providing a safe and respectful environment for all staff, volunteers, and supporters. We have a zero-tolerance policy for sexual harassment or any form of harassment. Supporters are expected to treat all The Haven representatives, including fundraising staff, with respect and professionalism. Any allegations of harassment will be taken seriously, thoroughly investigated, and appropriate action will be taken.
7. **Acknowledgment:** By engaging with The Haven, supporters acknowledge their commitment to this Supporter Code of Conduct. The Haven reserves the right to decline or return contributions that are not in alignment with this code. The Haven also reserves the right to refuse or refund donations from organisations, groups or individuals that negatively link to domestic abuse and/or homelessness.
8. **Complaints and Concerns:** If you have any concerns or believe that a breach of this code has occurred, you are encouraged to follow [The Haven's Fundraising Complaints Procedures](#) to discuss your concerns and seek resolution.
9. **Commitment:** Supporters and supporters are expected to honour their commitments and pledges in a timely manner. This includes fulfilling sponsorship agreements, making promised donations, and delivering on commitments made during fundraising campaigns. Timely contributions support the efficient operation of The Haven and enable us to deliver our services effectively to survivors of domestic abuse.