



## Fundraising Policy: Summary

The Royal Exchange Theatre (RET) has been bringing the world's most powerful stories to life for nearly 50 years. As a registered charity (no.255424) the generous support of individuals, businesses and charitable trusts has been a crucial part of our journey.

Today, donations support us in our mission:

*To change the way people see theatre, each other and the world around them*

And our six strategic aims:

1. Exceptional theatre in a space like no other
2. We are a sustainable charity that navigates change, balancing ambition and financial sustainability
3. We keep our audiences close, and open doors for new people to join in
4. We understand our local communities and our civic role to ensure we have the greatest impact for people and partners across Greater Manchester
5. We are an organisation that people want to work for and with
6. Our environmental responsibility and impact are a consideration in all our decision making

Each year we need to raise significant funds in addition to our funding from Arts Council England and Greater Manchester Combined Authorities. We are registered with the Fundraising Regulator and work to the Code of Fundraising Practice and the guidance of the charity commission.

The Development Department is responsible for the day-to-day monitoring of potential donations and corporate sponsorship for compliance and risk.

We recognise that donations and sponsorship have an important role in advancing our artistic vision and mission and are grateful for all funding received.

The main conditions for accepting partnerships or donations will be:

- There are strong grounds for believing that it will result in a benefit to our audiences, participants and artists in Greater Manchester
- The Chief Executive and trustees are satisfied that no adverse publicity will result from accepting such support
- There is no attempt on the part of the company or individual to influence the RET's policies or actions either explicitly or implicitly
- The company does not participate in business practices that are counter to the Organisation's mission.

## Our Promise to Supporters

Our supporters play a vital role in our work. Every donation helps us to change the way people see theatres, each other and the world around them.

We promise to be:

- **Honest:** We will be honest and clear when we ask for donations, and how we ask for them. We will use gifts in accordance with donors wishes, and we will tell people how their support is making a difference
- **Open:** We will be approachable. Contact details for our Development Team will be easy to find. We will acknowledge when things sometimes don't go to plan. We will share both the things that went well and the things that didn't, and we will have an open and honest conversation should we ever need to talk to you about changing your gift for any reason.
- **Accountable:** We follow the Code of Fundraising practice. We will respond to and acknowledge gifts quickly and efficiently, respond promptly to concerns and carry out due diligence.

## Complaints Procedure

We define a complaint as any dissatisfaction with our fundraising activities, including how we fundraise and/or the behaviour of members of staff.

Complaints should be reported to the Development Director in writing. The complaint will be acknowledged within five working days, and we will aim to respond in full within 14 working days.

If this isn't possible, we'll inform you that we are looking into your complaint with details of when you can expect a full reply. Usually this will not be longer than 30 days from the date of your complaint.

If you are unsatisfied with the complaint outcome you may wish to raise a formal complaint through RET's Third Party Complaints policy.

Depending on the nature of your complaint, you can refer your complaint to the Fundraising Regulator: [Make a complaint | Fundraising Regulator](#)

A copy of the Fundraising Policy is available on request from the Development Department.