

[What we do](#)[News](#)[History](#)[Staff and Trustees](#)[Meet the Staff](#)[Meet the Trustees](#)[Jobs](#)[My Wild Life](#)[Contact us](#)[Cornwall Environmental Consultants](#)[Funding](#)[Local Groups](#)[Our Fundraising Complaints Process](#)[Our Supporter Care Charter](#)[Strategic Plan 2016 - 2021](#)

Join Us



Our Supporter Care Charter

Cornwall Wildlife Trust works to ensure that exceptional standards of supporter care are delivered across its supporter base at all times. Without our supporters, the charity would not be able to champion wildlife and natural places, to engage and inspire people and to promote sustainable living. We are working to conserve and enhance Cornwall's rich and varied wildlife, delivering conservation gains through our network of nature reserves and wildlife sites and by engaging with communities, working with landowners, farmers, the fishing industry, local authorities, business and young people.

We recognise the true value of each and every supporter

- Our supporters are the most valuable asset we have
- Every donation we receive matters to us, regardless of how big or small it is

We respect our supporters

- We respect the opinions and beliefs of our supporters
- We are honest and transparent at all times. We admit it when we make mistakes and we put things right
- We deliver what we say and we're going to deliver
- If someone tells us that they don't want to be contacted in a certain way, we take notice and honour the request

We value supporter relationships

- We engage with our supporters in an empathetic, understanding and fair way
- Our people take ownership of every contact they have with our supporters
- We see people as individuals, not numbers
- We treat every new person who contacts us as a valued supporter. As a result, we develop new and long-lasting relationships

We know who our supporters are

- All of our communications reflect and take into account the preferences and opinions of our valued supporters
- We know how our supporters respond to certain methods of fundraising and how they like to be communicated with

We listen to your feedback

- Our supporters' opinions and feedback are always taken into account during the planning stage of any of our campaigns
- We are here to talk and to listen – we welcome and actively encourage feedback and make it clear how people can get in touch with us
- We regularly use this feedback both to improve and enhance our fundraising campaigns

Give a donation

... means that

We use cookies on this site to enhance your user experience

Yes, I agree

I want to find out more

Find us
on Facebook



Follow us
on Twitter



Watch our videos
on YouTube



We are a member of the FRSB, a self-regulatory body for UK fundraising organisations, members of which agree to adhere to the highest standards of good practice in their fundraising activities.



give with confidence

View page as PDF

Printer friendly version

Share



[Online shop](#) | [Accessibility](#) | [Privacy Policy and T&C](#)

Be part of it



Protecting Cornwall's wildlife and wild places

Registered charity name: Cornwall Trust for Nature Conservation Ltd. Registered Charity Number: 214929

Website by Precedent