

1. Introduction

As a charity, Dumfries & Galloway Citizens Advice Service (D&G CAS) raises funds to support:

- Our free, independent, impartial, non-judgemental, confidential advice. This is an essential community service, empowering people to stand up for their rights and understand their responsibilities, helping to change lives, and improve wellbeing. **Our advice is free to all.** We will never invite, expect or pressure for donations in return for advice.
- Influencing policy and driving positive change using people's real-life experiences. We are on the side of people in Scotland who need help and we change lives for the better.
- Our volunteer service. Through our volunteers our services are rooted within the communities we support. We provide extensive and in-depth training, mentoring and ongoing development giving our volunteers life-long learning and employability skills, reducing social isolation and improving well-being.

The trust of our community matters to us. We tell you what we use funds for. We have controls to make sure funds are held safely and used for what we commit to. We fundraise fairly, with respect and integrity:

- All fundraising activity we do will clearly state how the funds raised will benefit D&G CAS, where this policy statement can be found, and how to complain about any fundraising.
- We will never ask for donations by door-to-door collections.

2. Sources of Funding

We accept funding from UK, Scottish and local government, organisations, companies and individuals to support our free impartial, independent advice giving, and our work to influence policy and drive positive change to make people's lives better.

We will check carefully so that we do not accept funds or donations that:

- Compromise the independence of the advice we give or the social policy campaigning we do.
- Potentially cause harm to our Network and reputation by, for example, deterring people from using our services; deterring funders or donors; or creating unacceptable liability, excessive administration or future expense.
- Are unlawful.
- Are any form of bribe.

Vulnerability takes many forms, is complex and ever changing. People move in and out of vulnerability over time. Our staff and volunteers are trained and experienced to support clients who are vulnerable, have additional needs and those who face barriers and inequalities. If a potential donor is unable to make an informed decision about donating, our staff will not accept the donation.

3. Code of Fundraising Practice

We comply with the Code of Fundraising Practice [Using the code | Fundraising Regulator](#) and have adopted and adhere to the Good Fundraising Guarantee [Good Fundraising Guarantee – Scottish Fundraising Adjudication Panel](#).

If you feel we have not adhered to these standards, or think we could do better, please contact Marion Hamilton, Corporate Services Manager on 0300 303 4321 and/or email info@dagcas.org and we will deal with your complaint quickly and thoroughly. [Complaints Procedure | Dumfries and Galloway Citizens Advice Service](#)

However, should you be dissatisfied with our response, you will be able to take this further by contacting the Scottish Fundraising Adjudication Panel: info@goodfundraising.scot