

City of Stoke-on-Trent Symphony Orchestra

Fundraising Policy

The City of Stoke-on-Trent Symphony Orchestra is a registered charity; only a small percentage of our income comes from ticket sales, so we rely on the generous support of individuals, companies and grant making Trusts and Foundations to continue our work on and off the stage.

Your support will help us to continue to...

- Bring incredible live orchestral experiences, and soloists to audiences in Stoke on Trent
- Deliver our incredible work in schools and communities across Stoke on Trent, Staffordshire and Cheshire
- Give budding and brilliant musicians unrivalled opportunities to realise their potential
- Welcome the next generation of concert goers and ensure the future of orchestral music

The City of Stoke-on-Trent Symphony Orchestra is registered with the Fundraising Regulator and has made a public promise to adhere to best practice, honesty, transparency, clarity and accountability in all fundraising activity, enabling you to give with confidence.

We hope that our registration with the Fundraising Regulator builds trust and confidence in charitable giving and, ultimately, encourages more people to provide vital support for the work of the Orchestra and the many communities it reaches through the power of its music and its award-winning education and outreach programmes.



Our Fundraising Promise to You

- We are committed to high standards
- We are honest and open
- We are clear
- We are respectful
- We are fair and reasonable
- We are accountable

Should you have any concerns about fundraising at the CSSO, we have a process in place, and we encourage you to get in touch with your feedback. If you are dissatisfied with the way we handle your concerns, you can also contact the independent regulatory body, the Fundraising Regulator.

We are indebted to our supporters and want you to feel confident about how we will treat you and your donation.

Our Supporter Promise guarantees that: we will treat you with respect, your donation will be spent as you directed, we will update you on the impact of your gift, we will act responsibly with your data, we will respect your wishes and we will be available if you need to talk.

Thank you for your continued support of The City of Stoke-on-Trent Symphony Orchestra.