



## **FPS Newsletter insert – charities internal communications**

**June 2017**

The Fundraising Regulator has launched the highly anticipated Fundraising Preference Service, after a review into the future of the sector uncovered a high level of frustration from the public due to the lack of control had over the communication received from charities.

The new service allows members of the public to specify charities that they want to stop receiving addressed letters, emails, telephone calls and/or text messages from. Users can visit the FPS website and choose up to three charities in one session. Users can also contact a dedicated helpline set up for those who do not have a computer or those that need help to complete the online form. Individuals may wish to submit an FPS request on behalf of a relative or someone they care for. They will be asked to confirm that they have authority to act on behalf of the individual concerned and their relationship with the person they are acting on behalf of.

Once the request has been submitted, organisations have 28 days to remove the details requested from their communications lists.

The majority of the sector's largest charities have already on-boarded to the service, with smaller organisations being encouraged to check that the email they have registered with the Charity Commission is up-to-date and relevant. Otherwise, smaller organisations will only hear from the Fundraising Preference Service if a member of the public makes a request to stop communication.

More information can be found on the Fundraising Regulator's website ([insert link: www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)) and on the Fundraising Preference Service website [insert link: www.fundraisingpreference.org.uk](http://www.fundraisingpreference.org.uk)