



Tree of Hope

*Transforming the health of
sick and disabled children*

Tree of Hope Parents Charter

Working in Partnership to
Support Your Child

About Tree of Hope

Tree of Hope is a UK children's healthcare charity. We work alongside families to help raise funds for medical treatment, therapy, specialist equipment and home or vehicle adaptations where this support is not reasonably available through statutory services such as the NHS or local authorities.

Families fundraise with Tree of Hope so that donations can be held safely by a regulated charity and used to support their child in a responsible and transparent way.

About this Charter

If you choose to fundraise with Tree of Hope, we know you are placing a great deal of trust in us. You are trusting us with your child's story, with the generosity of your supporters and with funds raised at what we know is often an extremely challenging time.

This Parents Charter sets out how we will work with you and what you can expect from us. It also explains what we ask from you, so our partnership runs smoothly and the money raised is used in a way that reflects what your supporters were asked to give towards, while meeting our responsibilities as a registered charity – always with your child's best interests at the centre. In practice, this means fundraising is focused on supporting agreed and appropriate support for your child.

We will always aim to be open and transparent with you. If anything is unclear or feels worrying, please get in touch with us early. We are always here to listen and work with you, whilst meeting our regulatory and safeguarding responsibilities.

What you can expect from Tree of Hope

When you work with Tree of Hope, we will:

- Treat you and your child with care, dignity and respect.
- Be open about what we can support and what we cannot support and explain our reasons.
- Support you through your fundraising journey with guidance and a named contact.
- Manage donations responsibly, in line with our charitable purpose and legal responsibilities.
- Hold funds within our records for your child so they can be used for approved support for your child, in line with our charitable purpose.
- Make payments in a safe and accountable way, usually directly to approved suppliers.
- Take safeguarding seriously and respond appropriately to concerns.
- Help you understand our processes and what is needed so funding requests can be considered.
- Explain how to raise questions or make a complaint if you are unhappy.

What we ask from families

To help us support you in the best way we can, we ask families to:

- Share accurate information with us and let us know if circumstances change.
- Communicate openly and respectfully with our team.
- Fundraise in a way that is clear and honest for supporters.
- Pay any money raised at your own fundraising events into your child's Tree of Hope campaign, so we can record it properly, hold it safely and use it for the purpose donors were asked to support.
- Not begin fundraising with Tree of Hope until your campaign has been approved and set up with us.
- Check with us before committing to any costs, making bookings or placing orders, even if your campaign shows sufficient funds.
- Understand that, as a charity, there are limits to what we can fund.

How funds are managed

Donations raised through Tree of Hope are donations to the charity. Tree of Hope is responsible for how those funds are managed and used.

We hold funds within our records for your child. This means funds are identified for approved support for your child, but they remain donations to the charity and are managed in line with our legal and regulatory responsibilities.

As a charity, we must apply funds fairly and consistently across families. This protects children, families and donors, and helps us meet our responsibilities.

Checks before you start fundraising

As early as possible, we'll need a completed doctor's form signed by a UK-registered, GMC-registered doctor who is involved in, or familiar with, your child's care.

If your proposed treatment is taking place abroad, we may also require the supplier checks to take place prior to fundraising starting.

In some cases, we may also need review by our medical committee, particularly where treatments are new, emerging, overseas or higher risk.

Tree of Hope staff and trustees are not medical experts, and we are not in a position to recommend or advise on treatments, therapies or interventions. Decisions about your child's care remain the responsibility of you and the clinicians involved in your child's treatment.

Our role is to put appropriate checks in place so that fundraising and spending are safe, responsible and in line with our charitable purpose.

What Tree of Hope can and cannot fund

Tree of Hope exists to promote and protect the health of seriously ill and disabled children. Our charitable purpose focuses on helping children access support that would not otherwise be available to them.

In practical terms, this means we are able to support fundraising and spending for:

- Medical treatment and therapy that supports a child's health or development.
- Specialist equipment that helps with care, mobility or independence.
- Home or vehicle adaptations that directly support a child's medical or accessibility needs.
- Travel and related costs where a child needs to attend approved treatment or therapy.

Our role is to help bridge gaps in provision. We cannot fund things that fall outside this purpose or that are the responsibility of statutory services such as the NHS or local authorities.

Because we are a charity, there are also clear limits to what we can support. For example, we cannot fund legal costs, education-related costs, general living expenses, or certain treatments that do not meet our funding criteria.

Full details and examples are set out in our [Fundraising and Spending Guidelines](#), and we will always talk these through with families as part of onboarding and when requests are made.

If you are unsure whether something can be funded, please speak to us before committing to any costs.

Safeguarding, privacy and consent

Safeguarding is central to our work. If we have a safeguarding concern, we may need to share information with relevant professionals to help keep a child safe.

We will always seek clear consent before using photos, videos or personal stories.

Families can change their minds about consent at any time. There is no pressure to share more than you are comfortable with.

Fees and core charitable costs

Tree of Hope does not receive statutory funding. Supporting families, safeguarding children, managing funds and completing checks all involve real costs.

To help cover these costs and keep the charity sustainable, 7.5% of funds raised are allocated towards Tree of Hope's core running and charitable costs. The remaining funds are held and managed by the charity for approved use for your child.

When fundraising online, donations may also be subject to platform and payment processing fees, such as those charged by JustGiving. These fees are set by the platform, not by Tree of Hope. We explain how these work, alongside Gift Aid information, in our [Getting Started with Tree of Hope](#) and [Quick Start Guide](#) so you can understand what to expect before fundraising begins.

Age limits

Fundraising through Tree of Hope must take place before a child's 18th birthday. Payments for approved support must take place before a young person's 25th birthday.

If circumstances change

We understand that circumstances can change, sometimes very unexpectedly.

If this happens, we will talk things through with you. Where funds can no longer reasonably be used for the original purpose, any remaining funds must be used by Tree of Hope to support other children and young people, in line with our charitable purpose and public benefit responsibilities.

We know this can feel sensitive. We will always aim to explain this clearly and compassionately.

If your child's campaign becomes inactive

We understand that there may be periods where fundraising and spending activity naturally pauses. If there has been no activity on your child's campaign for 12 months, we will contact you to check in, understand your current situation, and discuss next steps.

Where we are unable to make contact after reasonable attempts, or where a campaign is no longer active and funds cannot reasonably be used for your child's support within our charitable purpose, we may take steps to close the campaign.

If a campaign is closed, any remaining funds that cannot reasonably be used for your child will be applied by Tree of Hope to support other children and young people, in line with our charitable purpose and public benefit responsibilities.

We will always aim to handle this sensitively and communicate clearly with families wherever possible.

Questions, concerns or complaints

If you have a question or concern, please raise it with your Family Support contact.

If you remain unhappy, you can use our formal complaints process. Raising a concern or complaint will not affect the support you receive.