



MEMORANDUM OF UNDERSTANDING

FUNDRAISING REGULATOR

AND

CHARTERED INSTITUTE OF
FUNDRAISING

Agreed date: October 2025

Section 1 - Purpose of Memorandum

- 1.1 This Memorandum provides a framework for working between the Fundraising Regulator ("the Regulator") and the Chartered Institute of Fundraising ("CIOF") to assist in their respective functions in the following ways:
- to promote a common understanding of the Regulator and CIOF's respective responsibilities and procedures;
 - to promote cooperation between the Regulator and CIOF's staff at a strategic and operational level;
 - to facilitate the disclosure of information with the objective of preventing, detecting and remedying poor fundraising practice within fundraising organisations; and
 - to ensure appropriate consultation on matters of relevant and significant policy initiatives to ensure that fundraisers comply fully with their legal obligations and adopt best practice in fundraising.

Section 2 - The Role and Function of the Fundraising Regulator

- 2.1 The Fundraising Regulator is the independent regulator of charitable fundraising in England, Wales and Northern Ireland. Our vision is a society where charitable fundraising is legal, open, honest, and respectful, so that people have confidence and trust in fundraising and charitable fundraising thrives.

The mission of the Regulator is to:

- Inform and protect the public, donors, potential donors and beneficiaries.
- Take action to continue to improve standards in fundraising.
- Use our knowledge and insight to support excellent standards of fundraising now and in the future.
- Sustain and enhance public confidence in charitable fundraising.

2.2 The Regulator's general functions are:

- Owning, setting, maintaining and promoting the standards for fundraising in the Code of Fundraising Practice and published guidance in consultation with the public, fundraising stakeholders and governments across the UK.
- Investigating complaints about fundraising where the fundraising has caused harm or has the potential to cause harm, considering whether there has been a breach of the code and taking action as necessary.
- Maintaining a public Fundraising Directory of all fundraising organisations that have registered with us to show which organisations have committed to the code and excellent fundraising.
- Enabling people to stop the direct marketing contact they receive from fundraising organisations by using the Fundraising Preference Service (FPS).
- Continually reviewing the fundraising landscape and responding proactively and preventatively to emerging or unaddressed issues.

Section 3 - The Role and Function of the Chartered Institute of Fundraising

- 3.1 The Chartered Institute of Fundraising is the professional membership organisation for UK fundraising. It operates across the UK through a network of national, regional and special interest groups.
- 3.2 CIOF's vision is Excellent fundraising for a better world, and its mission is to support fundraisers, through leadership, representation, advice and education, and by championing and promoting the fundraising profession.
- 3.3 CIOF seeks to improve the environment for fundraisers through policy and support. It increases understanding by providing insight and resources for fundraisers and the general public, and it enables fundraisers to be the best they can be by providing training, skills development and qualifications.

Section 4 - The Code of Fundraising Practice

- 4.1 The Code of Fundraising Practice (the code) sets out the responsibilities that apply to fundraising carried out by charitable institutions and third-party fundraisers in the UK. The code was originally developed by fundraisers through the work of the CIOF and the Public Fundraising Association (PFRA). The Regulator has been responsible for the code since 7 July 2016. The three Rulebooks for Door to Door, Private Site and Street regular giving fundraising remain with CIOF.

Committees

- 4.2 A CIOF observer will receive papers for and attend each meeting of the Standards Committee. The role of the observer will be to:
- provide current knowledge to help ensure that the code continues to reflect and be informed by contemporary fundraising practices.
 - act as an official point of contact for the CIOF membership in stakeholder consultations on code changes.
- 4.3 Although some members of the Regulator's Board and Committees may be drawn from the fundraising sector and have direct connections to CIOF, only the CIOF observer will represent the CIOF in meetings and decision-making in line with the signed observer agreement.
- 4.4 CIOF will invite an observer from the Regulator to meetings of the Championing Fundraising Committee and other forums when such committees or forums are discussing issues about the code, fundraising standards or other functions delivered by the Regulator. The role of the observer will be to:
- provide background and clarity on code standards, to include the interpretation of the code as it applies to different fundraising situations and methods.
 - act as an official point of contact for the CIOF membership in discussions about the code and fundraising regulatory intelligence and projects.

Consultation

- 4.5 Where there are consultations on proposed changes to the code, the Regulator shall consult CIOF on such proposals in good time before engaging in any wider consultation and shall then also include CIOF in such wider consultation.

Licence to use extracts from the code and code guidance

- 4.6 The Regulator grants a non-exclusive licence to CIOF to include extracts from the code in its Guidance, provided that such extracts shall not be misleading. The Regulator shall have the right to revoke this licence in such circumstances. The CIOF shall be a recognised key partner to produce official non-legal guidance for fundraisers on the code ("Guidance").

Section 5 - Liaison over casework

- 5.1 A CIOF observer will receive papers for and attend each meeting of the Complaints & Investigations Committee. The role of the observer will be to:
- provide current knowledge to help ensure that any discussions are informed by contemporary fundraising practices.
 - act as an official point of contact for the CIOF membership in relation to issues arising from casework and investigations.

The Chartered Institute of Fundraising

- 5.2 To enable the Regulator to know when a fundraising organisation is a member of CIOF, CIOF will send the Regulator an organisational and corporate membership update when requested.

Section 6 - Compliance

- 6.1 The Regulator and CIOF will work to support fundraiser compliance with the code and Rulebooks.
- 6.2 This includes:
- Sharing information where evidence of new fundraising practices or compliance issues may require additional support to the sector.
 - Collaborating on sector awareness campaigns where poor fundraising practice poses a risk to the public or to the reputation of charitable fundraising.
 - Advancing compliance knowledge and skills through events, workshops, guidance and other sector engagement tools.
 - Reviewing new sectoral guidance or advice which results from proactive regulatory projects.
 - Sharing intelligence about compliance with Rulebooks.
- 6.3 The Regulator and CIOF will coordinate when either organisation develops new training courses, or online modules, designed to improve compliance with the code. This includes training on complaints handling and on managing third parties. The Regulator and CIOF will coordinate to encourage organisations to engage with the training as appropriate.

Section 7 - Collaboration and support

- 7.1 The Regulator and CIOF recognise that the Regulator is the authority on code-related advice and guidance and CIOF is the authority on matters of broader fundraising practice. The Regulator may consult CIOF for a sectoral view or expert fundraising perspective when carrying out casework or proactive projects. The annex to this Memorandum sets out how the Regulator will seek to engage with CIOF.

Policy

- 7.2 The Regulator and CIOF are committed to appropriate liaison on policy matters which are likely to have an impact upon the work of the other such as any new legislation, development of any new policy or relevant guidance, or policy arising in the context of novel or complex cases.

Training

- 7.3 As part of their respective staff training programmes, both the Regulator and CIOF will ensure that staff are made aware of the differing organisational, operational and legal frameworks.
- 7.4 In order to support outreach and promote the highest standards in fundraising, the Regulator and CIOF will explore opportunities to cooperate on presentations and seminars that aim to raise the profile of the work of the Regulator and the role the CIOF plays in supporting fundraisers and fundraising organisations to comply with standards.
- 7.5 The Regulator and CIOF will be open to consideration of short-term secondments between both organisations to widen staff experience and skills in aspects of fundraising and promote career development.

Research

- 7.6 The Regulator and CIOF will inform each other when considering new research. Where appropriate we will also consider collaboration where proposed research is in an area of mutual interest.

Intelligence sharing

- 7.7 The Regulator and CIOF will share intelligence of emerging trends or potential regulatory gaps in fundraising regulatory compliance identified through their respective day-to-day work. These trends should relate to thematic sectoral issues rather than about specific organisations. The Regulator will share Intelligence Reports with CIOF. CIOF will share their annual benchmarking report with the Regulator.

Media and external communications

- 7.8 Where appropriate the Regulator and CIOF will collaborate on external communications or when handling external media enquiries where there is a matter of mutual interest. We will consider joint messaging where appropriate to raise awareness of fundraising issues to the general public.

Proactive regulatory projects

- 7.9 The Regulator will keep CIOF informed about new and ongoing proactive regulatory projects. Where relevant to the project, the Regulator will invite a CIOF representative to be a stakeholder in the project, which may include invitations to project meetings and workshops.

Section 8 - Liaison

- 8.1 In order to ensure that matters are handled at the appropriate level, contact between the Regulator and CIOF should be established between designated points of contact. Where they consider it appropriate, designated points of contact may delegate ongoing liaison to other members of staff.

Area of Liaison	Fundraising Regulator	Chartered Institute of Fundraising
Development of strategic policy	Chief Executive	Chief Executive
Development of operational policy, issues specific to Scotland, Northern Ireland and Wales, legal issues and all operational liaison	Head of Policy	Director of Policy and Communications
Compliance issues	Head of Casework	Director of Policy and Communications, with support from Public Fundraising Manager
Casework issues	Head of Casework	Director of Policy and Communications
Communications and media	Communications Manager	Director of Policy and Communications
Intelligence sharing and proactive regulatory project work	Head of Proactive Regulation and Projects	Director of Policy and Communications

Section 9 - External enquiries

- 9.1 In order to ensure that enquiries are handled by the appropriate organisation, enquirers will, where relevant, be redirected according to the type of information requested.
- 9.2 The following table indicates how those enquiries will be dealt with between the Fundraising Regulator, the Chartered Institute of Fundraising and the Charity Commissions for England and Wales, or Northern Ireland (as appropriate).

Fundraising Regulator	Chartered Institute of Fundraising	Charity Commission
Information and advice about fundraising standards (the Code of Fundraising Practice), and other regulations	Information and advice on how to support a cause or the fundraising techniques of charities	Information and advice about setting up a charity
Information and advice on giving safely	Information and advice on how to fundraise, fundraising tips/ideas, advice, or information about research	Information and advice on running a charity
Concerns about fundraising practice	Information about fundraising more effectively	Information and advice on charity governance
Information on how to support good fundraising practice		Information and advice on charity law

Section 10 - Operation of the MoU and review

- 10.1 Both organisations are committed to the principles of continuous improvement and therefore will monitor the working arrangements contained in this agreement and the annex.
- 10.2 The Regulator and CIOF will monitor the operation of this memorandum and will review at intervals no longer than every three years from the date of signing this Memorandum of Understanding, examining all aspects of the agreement in order to identify areas for improvement and best practice. Any changes to this memorandum identified between reviews (including to the annex) may be agreed in writing between the parties.
- 10.3 Whilst it is intended that the arrangements in this agreement should apply generally, it is recognised that some circumstances will require special handling. Nothing in this agreement prevents the making of arrangements to meet specific exceptional needs.
- 10.4 The Regulator and CIOF commit to an annual meeting of senior staff to share strategies, priorities and the potential for collaboration.
- 10.5 Any disagreement arising from the interpretation of this agreement will be referred to the Chief Executives of the Regulator and CIOF, who will endeavour to resolve it within the spirit implicit in the cooperation arrangements. The agreement will be amended if necessary to reflect the agreed outcome of the referral.



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Date of latest review:	October 2025

Annex: Proactive engagement with fundraisers

This Annex provides a framework for working between the Fundraising Regulator ("the Regulator") and the Chartered Institute of Fundraising ("CIOF") in relation to the proposed "Proactive engagement with fundraisers" mechanism. This is part of the Regulator's work to continually review the fundraising landscape and to respond proactively to emerging or unaddressed issues in the sector.

1. Purpose

The proactive engagement work will seek to:

- Facilitate constructive engagement between the Regulator and fundraising practitioners;
- Provide opportunities for fundraisers to contribute to the Regulator's guidance and policy work;
- Ensure that the Regulator's work is informed by practitioner expertise; and
- Promote collaboration in support of good practice and high fundraising standards.

2. Process

The Policy Team at the Regulator will submit requests for discussion or feedback on specific areas to the Director of Policy and Communications ("Director") at the CIOF as and when the need arises. The requests could involve reviewing prospective guidance being planned by the Regulator or discussing existing and emerging issues in the sector. Depending on the nature of the request, the Director will then refer the enquiry to their Learning & Standards Advisory Panel or one of the Chartered Institute's Special Interest Groups.

3. Participation

Although the above groups are usually only available to CIOF members, non-CIOF members may be invited to participate in discussions and provide feedback depending on the nature of the enquiry. This is intended to support an inclusive approach to engagement, ensuring that a range of perspectives from across the fundraising sector are considered.

4. Scope

The Regulator will decide when to approach the CIOF for involvement and what work will be submitted for discussion. Any involvement and requests for feedback will be solely at the discretion of the Regulator. The CIOF will support the Regulator in identifying the most suitable group to provide feedback on a case-by-case basis. Although all feedback will be considered, the Regulator will remain free to decide whether it is incorporated into future documents or policies.

5. Confidentiality

Participants involved in this engagement work may publicly acknowledge their participation. However, the content of any discussions must be treated as confidential unless otherwise agreed.

6. Timescales

The Regulator will provide indicative timescales for responses when making a request for input. The CIOF will take these timescales into consideration when identifying the most appropriate group to provide feedback.