



Little and Caine Limited

DONATIONS MANAGEMENT POLICY

This Policy reflects the Little and Caine Limited Management of Donations.

- All donations collected at service venues are placed in a donations envelope marked with the deceased details and sealed before transferring to the managing office.
- All donation envelopes are marked with the deceased details and are counted (if Little and Caine handling) by 2 members of staff and recorded.
- Donation envelopes will be stored in the designated cupboards. These areas are always locked when not in use and are only accessible by Little and Caine staff.
- Each office will record all donations they received on the donation envelopes and will note any transfer of envelopes between offices.
- Donations being distributed by Little and Caine will be managed through the Donatis system and closed timeously after the service.
- We will ensure that family are advised of the total of donations collected and of any messages of condolence.
- We will ensure that all charities are advised of the total donation collected for each service, provide a report of donations and advise them how we will transfer the donations to them.
- All family handled donations will be held securely until collected by the applicant.
- If the applicant doesn't collect within 2 weeks, we will establish contact to remind them.
- All donations collected by family will be signed for and records maintained at each managing office.
- Where permission is given for someone other than the applicant to collect donations, this must be in writing on the collection form.