

# POLICIES AND PROCEDURES

## DONATION REFUNDS



Donations to the KU Marcia Burgess Foundation (the Foundation) support social impact initiatives offered by the Foundation that make a difference to the lives of Aboriginal and Torres Strait Islander children, children with additional needs, and vulnerable children or children from families experiencing financial hardship.

KU recognises, however, that circumstances may arise in which a donor may seek to obtain a refund of their donation to the Foundation.

### REFUNDS

KU Children's Services will consider requests for the refund of donations to the KU Marcia Burgess Foundation made during the current tax year.

Generally, KU will not refund donations made in previous tax years, unless there are exceptional circumstances that KU recognises as grounds for such refunds.

All refund requests will be assessed on a case-by-case basis.

### THE PROCESS

Donors seeking refunds of donations made in the current tax year to the KU Marcia Burgess Foundation are required to apply in writing, clearly outlining the reasons for their request.

KU will consider all applications for the refund of donations promptly, fairly and transparently, taking into consideration relevant factors including:

- ▶ errors made by KU,
- ▶ where a donor's banking details may have been fraudulently obtained and used,
- ▶ where KU may have received a donor's details in error,
- ▶ the requirement for donors to provide evidence of the date which they requested KU cancel their regular debits, and evidence these debits continued after the date this request was made, and
- ▶ a donor's financial hardship.

### OUTCOME

KU will carefully assess every donation refund application to the Foundation, considering all relevant factors including the donor's circumstances.

Should a donor be unsatisfied with KU's decision concerning their refund request, they should advise the KU Fundraising Manager and the matter will be reviewed by KU management.

In all cases, where KU decides a refund is warranted, the donor will be refunded the agreed amount to the bank account originally debited. \*

*\*If the original account has been compromised, new account details in the same name should be provided.*

### CONTACT DETAILS

All refund requests concerning donations to the KU Marcia Burgess Foundation should be made in writing or after first discussing the matter (contact details below).

**KU Fundraising Manager**

E [foundation@ku.com.au](mailto:foundation@ku.com.au)

P 02 9264 8366