



## **RESPECT Donor Charter**

- As a charity seeking donations RESPECT aims to comply with the Statement of Guiding Principles for Fundraising when conducting any fundraising events and seeking donations from the public.
- Respect, honesty and openness will be our pledge to you the donor.
- We fully commit to being accountable, transparent and comply with legal and moral obligations so that donors and prospective donors can have full confidence in our organisation.
- Your right to privacy will be respected and you will not be subjected to any form of undue pressure.
- We promise to use your donation/gift responsibly and ensure they are put to best use for those who avail of our services.

### **We commit that you, our donors and prospective donors will:**

- Be informed of the organisations mission and the way the donated resources will be spent.
- Be informed of the identity of those serving on the organisations Board, and that the Board will exercise prudent judgement in its stewardship / governance responsibilities.
- Have access to the organisations most recent financial statements.
- Be assured your gifts will be used for the purpose for which they were given.
- Receive appropriate acknowledgement and recognition.
- Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law.
- Expect that all relationships with individuals representing the charity will be dealt with professionally.
- Be informed whether those seeking donations are volunteers, employees of the organisation or hired third party agents.
- Have a procedure in place agreed by the organisation for a donor to make a complaint and for the organisation to respond to complaints.
- Have the opportunity to have your name deleted from any mailing list and to be informed if the organisation intends to share the list with a third party.
- Receive prompt, truthful and forthright answers to any questions you might have relating to the organisation.

- Adhere to the guidelines and requirements contained in the Charities Act 2009 and the Data Protection Act.

### **What to do if you have feedback for RESPECT....**

If you do have a comment about any aspect of our fundraising work, you can contact RESPECT in writing or by phone. In the first instance your comment will be dealt with by contacting Zoe Killeen or Liam Walsh at [donorcare@respect.ie](mailto:donorcare@respect.ie) and by phone at 01-6856008.

Please do provide as much information as possible and let us know how you would like us to respond and provide relevant contact details.

### **Write to:**

**Zoe Killeen**  
RESPECT Offices  
St Joseph's Centre  
Clonsilla  
Dublin 15

Please note we are open five days per week Monday to Friday from 9am to 5pm.