

Providing Leadership and Support
within the Irish Charity Sector

Donor Charter

The *Statement of Guiding Principles for Fundraising* sets out the **Commitment to Donors** in Section 4, pp15-17. This includes the commitment that a charity must inform donors and prospective donors that it complies with the Statement. The charity may also devise a summary of that commitment in the form of a Donor Charter.

The following is a template for a Donor Charter which may be useful. The charity may expand and go further on the commitments outlined in the Statement as befits their organisation's mission.

The charity must ensure that it makes information on its **Commitment to Donors** easily accessible to donors.

Donor Charter¹

As a charity seeking donations from the public we (named organisation) aim to comply with the *Statement of Guiding Principles for Fundraising*

Our pledge is to treat all our donors with respect, honesty and openness.

We commit to being accountable and transparent so that donors and prospective donors can have full confidence in (named organisation).

We promise we will effectively apply your gifts to us for their intended purposes.

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

Be informed of the organisation's mission, and of the way the organisation intends to use donated resources.

Be informed of the identity of those serving on the organisation's governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.

Have access to the organisation's most recent financial statements.

Be assured your gifts will be used for the purposes 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 easily available the agreed procedures for making and responding to complaints.

Have the opportunity for any names to be deleted from mailing lists and to be informed if the organisation intends to share the mailing lists with third parties.

Receive prompt, truthful and forthright answers to questions you might have of the organisation.

¹ Adapted from *The Donor Bill of Rights*, as originally developed by: Giving Institute (formerly the American Association of Fundraising Counsel), Association for Healthcare Philanthropy (AHP), Council for Advancement and Support of Education (CASE), Association of Fundraising Professionals (AFP) <http://www.aafc.org/counsel/index.cfm?pg=donor.cfm> (accessed 031009)

What to do if you have feedback

If you do have a comment about any aspect of our work, you can contact (Named Organisation) in writing or by telephone. In the first instance, your comment will be dealt with by our Chief Executive². Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Write to:

The Chief Executive

Aaaaaaaaaaaa

Bbbbbbbbbbbbbbb

Cccccccccccccccc

Tel: 00 0000000

Email: info@xxxxyyzz.ie

We are open 5 days a week from 9.00 am to 5.30 pm, and closed between 1.00 pm and 2.00pm each day.

² It is suggested that normally the Chief Executive or equivalent should be the first point of contact for a donor query. You may decide that another specified person fills this role. The key point is that there is (a) a named person responsible and (b) that person has sufficient authority within the organisation to address any queries or deal with complaints.

