	Document Reference	Revision: D
	SFDN - G - PL - 0022	Issue Date: 01/11/2017 Expiry Date: 01/11/2022 Pages: Page 1 of 2
Document Title: SFDN Donor Charter		

## Donor Charter

As a charity seeking donations from the public we **The Saoirse Foundation** aim to comply with the Guidelines for Charitable Organisations on Fundraising from the Public




Our pledge to donors is that we promise to treat all of our donors with respect, honesty and openness.

It truly is critically important to us that we maintain your trust and the best standards when receiving donations from our generous supporters. These principles will enable you as our supporter to maintain a full level of transparency, honesty, support and appreciation for and from **The Saoirse Foundation**.

### As a Charity seeking donations from the public:

- 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 **The Saoirse Foundation**.
- 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. (Our Form is Available on Our Website) [www.saoirsefoundation.com](http://www.saoirsefoundation.com)
- 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.

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- If or when a member of the public enquires about the employment standing of a fundraiser they must receive an honest and open answer. The standing in this case relates to whether or not a fundraiser is a volunteer, a paid employee of the charitable organisation or a third-party agent working on behalf of the charity.

A form of words might be:

- Volunteer: "I volunteer for X charity"
- Employee: "I work for X charity"
- Third Party Agent: "I work for ABC company and we have been engaged by X charity to raise funds for them"

What to do if you have feedback

If you do have a comment about any aspect of our work, you can contact The Saoirse Foundation in writing or by telephone. In the first instance, your comment will be dealt with by our Chief Executive. 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,  
Mr Tony Heffernan,  
The Saoirse Foundation,  
2 James Street,  
Tralee, Co Kerry

We are open 5 days a week from 9.00 am to 5.00 pm, and closed between 1.00 pm and 2.00pm each day.

If you've any queries or concerns, you can contact us by telephone Monday to Friday, 8:30am – 4.30 pm, on [083 00 44 444](tel:0830044444) or by email at [info@saoirsefoundation.com](mailto:info@saoirsefoundation.com) or drop by our main office at 2 James Street Tralee, Co Kerry