



Providing Leadership and Support
within the Irish Charity Sector

Donor Charter¹

As a charity seeking donations from the public we, **The Hope Foundation**, 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 **The Hope Foundation**. We promise we will effectively apply your donations 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;

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.aafrc.org/counsel/index.cfm?pg=donor.cfm> (accessed 031009)

- 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.

Handling Feedback and Complaints

The Hope Foundation is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

The Hope Foundation welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- It is as easy as possible to make a complaint;
- We treat as a complaint any clear expression of dissatisfaction with our operations which call for a response;
- We treat it seriously whether it is made by telephone, letter, fax, email or in person;
- We deal with it quickly and politely;
- We respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc;
- We learn from complaints, use them to improve, and monitor them at our Board.

What to do if you have feedback

If you do have a comment about any aspect of our work, you can contact **The Hope Foundation** in writing or by telephone. In the first instance, your comment will be dealt with by our General Manager.

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: Ms. Madeleine Cummins, General Manager, The Hope Foundation, Sliverdale Grove, Ballinlough, Co. Cork

Tel: 00353 (0)21 4292990

Email: Madeleine@hopefoundation.ie

We are open 5 days a week from 9.00 am to 5.00 pm.