



Donor Charter

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 L'Arche Ireland.

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 statement.
- 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 L'Arche Ireland intends to share the mailing lists with third parties.
- Receive prompt, truthful and forthright answers to questions you might have of the organisation

All donations will be:

- Handled with the highest level of accuracy and transparency and financial records will be kept to ensure accountability and tracking
- Applied to that purpose to which they were donated (unless the appeal has been fully funded, in which case you will be notified that it may be directed to another similar area)
- Acknowledged promptly, unless no acknowledgement is requested or insufficient contact details are provided.
- Subjected to an annual audit by a firm of independent Auditors, and will be included in L'Arche Ireland's annual accounts filed in the Companies' Office
- Used solely to deliver the mission and objectives of L'Arche Ireland

L'Arche Ireland Staff will:

- Be polite, courteous, transparent, accurate and honest
- Respond where necessary to email, letters and telephone enquiries, in a prompt manner
- Achieve the highest standards of professionalism at all times
- Seek to minimise costs relating to fundraising and stewardship activities
- Make it easy to ask a question, or make a complaint
- Treat feedback and complaints seriously whether made by telephone, letter, fax, email or in person and deal with them quickly and appropriately
- In the case of direct recruitment of direct debits, adhere to the direct debit scheme administered and governed by the Irish Retail Electronic Payments Clearing Company Ltd. (IRECC)
- Adhere to the guidelines and requirements contained in the Charities Act, 2009
(Link to <http://www.oireachtas.ie/documents/bills28/acts/2009/a0609.pdf>)
- Comply with the Data Protection Acts 1988 and 2003
(Link to <http://www.dataprotection.ie/documents/legal/CompendiumAct.pdf>)

As a charity seeking donations from the public we aim to comply with the Statement of Guiding Principles for Fundraising – click here to find more information [Guiding Principles of Fundraising](#)