



Donor Charter

- As a charity seeking donations from the public we ActionAid Ireland 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 ActionAid 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 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.
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