



## **Donor Charter for Shankill Day Care Centre (SOFA)**

As a charity seeking donations from the public and grants from local authorities and other state-funded bodies, Shankill Day Care Centre are committed to complying with the **Guidelines for Charitable Organisations on Fundraising from the Public** (published by the Charities Regulator of Ireland). This is as important to us as it is to you.

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

It is genuinely critically important to us that we maintain the best standards when receiving donations from our generous supporters. These principles will enable you, as our supporter, to maintain a full level of trust, support and appreciation for and from Shankill Day Care Centre.

If you have any queries or concerns, you can contact us via email anytime at [shankilldcc@gmail.com](mailto:shankilldcc@gmail.com)

We commit to being accountable and transparent so that our donors and prospective donors can have full confidence in Shankill Day Care Centre.

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

- Make freely available, information about the charity's charitable purpose and activities
- Provide access to the organisation's most recent financial statements.
- Inform you of our aims and objectives, and of the way that we intend to use donated resources
- Inform you of the identity of those serving on the governing board and that the board will exercise prudent judgement in its governing responsibilities
- Take responsibility for our actions and be capable of explaining, clarifying and justifying those actions
- Operate in an open, frank and honest way and will ensure that transactions, operations, information and communications are easily understood by donors and the public alike
- Clearly identify to donors and the public the cause for which the fundraising is occurring and how donations will and are being used
- Provide ways whereby those interested can easily contact the charity
- Have a procedure in place to address complaints
- Ensure that all fundraising will respect the rights and dignity of donors, beneficiaries and the public
- Ensure that our fundraising activities will not be unreasonably persistent, intrusive or place undue pressure on people to donate. Should someone not wish to donate, or wish to cease making a donation, that decision will be respected



- Ensure that Beneficiaries will not be presented in a disrespectful way in promotional activities and, where possible and appropriate, clients and beneficiaries will have an input into the promotional strategies of the charity
- Ensure that fundraising will occur in an honest and truthful manner
- Ensure that fundraisers will act with integrity and not misrepresent the charity, its need for funds or how they will be applied
- Assure you that all of our fundraising personnel are unpaid volunteers of Shankill Day Care Centre
- Use charitable donations and gifts for the purposes for which they were donated
- Acknowledge your donation as soon as possible and ensure you receive the appropriate acknowledgement and recognition
- Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law
- Answer questions about fundraising activities and fundraising costs honestly and in a timely manner
- Give prompt, truthful and forthright answers to any questions you may have about Shankill Day Care Centre

We welcome any feedback or suggestions you may have about our organisation. If you have some, please email us at [shankilldcc@gmail.com](mailto:shankilldcc@gmail.com)

Thank you

Updated: February 2021

Approved by Board 05/05/2021