

## **DONOR CHARTER**

As a charity seeking donations from the public we Depaul aim to comply with the Guidelines for Charitable Organisations on Fundraising 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 Depaul.

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.

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.

### **Ask us any questions - we will respond**

We take the issue of transparency and accountability very seriously at Depaul. In order to demonstrate excellence in corporate governance our trustees have committed to adopting the Charities Governance Code and to the 'Guidelines for Charitable Organisations on Fundraising from the Public'.

But we know that the issue of financial governance can be a difficult one for people to fully understand. We invite you to ask us any questions, comments or feedback you may have by contacting Siobhan McKenna, Director of Fundraising and Communications on [siobhan.mckenna@depaulcharity.net](mailto:siobhan.mckenna@depaulcharity.net) or [fundraising@depaulcharity.net](mailto:fundraising@depaulcharity.net) - and we will respond promptly.

You can also contact Depaul in writing or by telephone to;

**Republic of Ireland Central Office** (01) 4537111, 18 Nicholas Street Dublin 8.

**Northern Ireland Central Office** (028) 90647755 Unit 6, 449 Antrim Road, Belfast, BT153BJ.

Please include as much information as possible and let us know how you would like us to respond, providing relevant contact details.

### **Our Central offices are open;**

Republic of Ireland: 5 days a week, Monday to Friday, from 9.00 am to 5.00 pm each day.

Northern Ireland: 3 days a week, Tuesday to Thursday, from 9.00am to 5.00pm each day.

### **Our Charity Registration details are**

Depaul Ireland Ltd.-- Company Registration No. 357 828, Charity Registration No. 20048938 (CHY 14753).

Depaul Northern Ireland Ltd.-- Company Registration No. N1054106 Charity Registration No. NIC102995 (XR87991).