

## Making Connections Donor Charter

Making Connections adheres to *The Statement of Guiding Principles for Fundraising* in relation to *Commitment to Donors*, to meet its standard (set out in Section 4, pp.15-17). Our Donor Charter is detailed below:

- As a charity seeking donations from the public we, Making Connections, 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 Making Connections.
- 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.

### What to do if you have feedback

If you do have a comment about any aspect of our work, you can contact Making Connections in writing or by telephone. In the first instance, your comment will be dealt with by our Communications & Fundraising Office and escalated to the Chief Executive Officer where required. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

**Contact Person:** Rachel Gilliland, Communications & Fundraising Officer, Making Connections

**Address:** Making Connections, Glenard, 36 Roebuck Rd, Clonskeagh, Dublin 14

**Email:** [info@makingconnections.ie](mailto:info@makingconnections.ie) | **Phone:** (01) 295 1053

**Phone hours:** Monday – Friday open 9.00 am to 5.00 pm, and closed between 2.00 pm and 2.30pm