

Newbridge Family Resource Centre

DONOR CHARTER

Document History

DATE AMENDED	REMARKS

INTRODUCTION

Our pledge is to treat all our donors with respect, honesty and openness. We commit to being accountable and transparent so that our donors and prospective donors have full confidence in NFRC. We commit that all donors will be dealt with in an open and transparent manner, be informed of NFRC contact details, charitable status and Voluntary Board of Management.

We appreciate the personal trust and high expectations from donors. We promise that we will ensure that all donor gifts will be used for the intended purposes unless the appeal has been fully funded, in which case the donor will be notified to identify that donor's wishes on how to dispose with the remaining donation. Funding is sought for special projects as well as for general operation expenses.

These principles, expanded below, will enable you as our supporter to maintain a full level of support and appreciation for and from NFRC.

Newbridge Family Resource Centre (NFRC) is committed to complying with the Guidelines for Charitable Organisations on Fundraising from the Public.

1. Respect

All fundraising will respect the rights and dignity of donors, beneficiaries and the public.

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.

Special consideration will be provided for any donor deemed to be vulnerable or in any way needing additional support so they may make an informed decision.

Beneficiaries will not be presented in a disrespectful way in promotional activities and, where possible and appropriate, will have an input into the awareness and promotional strategies of NFRC.

2. Honesty and Integrity

Fundraising will occur in an honest and truthful manner.

Fundraisers will act with integrity and not misrepresent NFRC, its need for funds or how they will be applied.

Questions about fundraising activities and fundraising costs will be answered honestly and in a timely manner.

Information about the NFRC's charitable purpose and activities will be made freely available.

Charitable donations and gifts will be used for the purposes for which they were donated.

3. Transparency and Accountability of NFRC

We commit to being accountable and transparent so that donors and prospective donors can have full confidence in NFRC.

We will take responsibility for NFRC actions and will be capable of explaining, clarifying and justifying those actions.

NFRC's Voluntary Board of Management and its management will explain and account to donors and the public for its actions.

We will 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.

We will clearly identify to donors and the public the cause for which the fundraising is occurring and how donations will and are being used.

We are committed to ensuring it is easy to contact in relation to any issue.

NFRC has a procedure in place to address complaints.

We promise that we will effectively apply your donations for their intended purposes.

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

- Be informed of the mission and vision of NFRC, and of the way the organisation intends to use donated resources.
- Be informed of the identity of those serving on the Voluntary Board of Management of NFRC, and commit that the board will exercise prudent judgement in its stewardship responsibilities.
- Have access to the organisation's most recent financial statements.
- Will be assured that where donations are made to us for a specific purpose, they will be used for the purposes for which they were given.
- When received donations are undesignated, they will be used for such purposes as the NFRC determine that will best advance the centre's priorities
- All donors, unless no acknowledgement is requested, will receive as appropriate a receipt or acknowledgement of the donation within 5 working days.
- Be assured that information relating to your donation is handled with respect and with confidentiality.

- Expect that all relationships with individuals representing NFRC will be dealt with professionally at all times.
- Be informed whether those working in a fundraising capacity are volunteers, employees of NFRC or hired third party agents and that anyone fundraising on behalf of NFRC must ensure that prospective donors are aware of their status, i.e. volunteers, employees or third party agents.
- Be assured that any personal data will be handled with respect and in adherence with the Data Protection Act, 2018.
- Have the opportunity for any names to be deleted from mailing lists and to be assured that NFRC will not share the mailing lists with third parties.
- Receive prompt, truthful and forthright answers to questions you might have of NFRC.

4. Feedback or Complaints

If you've any queries or concerns, you can contact NFRC in writing, by telephone, by email or by calling to the centre. The Complaints Procedure of NFRC is outlined in Annex A. In the first instance your comment will be dealt with by the Manager of NFRC.

Annex A

Complaints & Feedback Procedure

Newbridge Family Resource Centre is committed to delivering quality work at all times and to ensuring that all our communications & interactions with the general public and our supporters are of the highest possible standard. We actively encourage our donors to contact us with your feedback, whether good or bad. We do accept that occasionally things can go wrong. If you are dissatisfied with any aspect of NFREC's work we would like to hear from you.

We welcome both positive and negative feedback as this allows us to develop and grow as an organisation. Complaints are especially important to us as they may help us to see where our services, procedures or activities can be improved. We promise to take all complaints seriously and to deal with them in a timely manner. Therefore we aim to ensure that it is as easy as possible to make a complaint. We treat as a complaint any clear expression of dissatisfaction with our operations that calls for a response. We treat all complaints seriously whether such an expression is made by telephone, letter, email or in person and we will deal with all complaints quickly and politely with an explanation, or an apology where we have got things wrong. We will also provide information on any action taken to improve our processes as a result of that complaint.

In summary, we learn from complaints and we use them to improve how we work.

Stage 1 - If you have feedback or a complaint

If you do have feedback or a complaint about any aspect of our work, in the first instance your comment will be dealt with by the Manager of NFRC. Contact details are as follows:

In writing: The Manager, Newbridge Family Resource Centre, Dara Park, Newbridge, Co Kildare

Telephone: 045 438173

Email: admin@newbridgefrc.ie

Office Hours: Monday to Friday 9AM to 5PM

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

Stage 2 - The Complaints Process

You will be advised that at all stages of the complaints process that if you are not satisfied with the manner in which your complaint is being handled by NFRC, you have the right to raise your complaint and concern directly with the Charities Regulator.

In the case of a complaint, we will try to resolve the problem straight away if we can. If we can't do this – for example, because the information we need is not to hand, or because we need to carry out further investigation – then we will make a record of your complaint and agree the best way and time to contact you with a resolution. This will normally be within **five working days**. If a full response cannot be given within this time (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be informed of the progress being made with your complaint.

Where, in the course of examining any matter, information comes into the possession of a charity trustee or any other person who has been duly appointed to carry out any of the functions of a charity trustee, that causes the person to form the opinion that there are reasonable grounds for believing that an offence under the Criminal Justice (Theft and Fraud Offences) Act 2001 has been or is being committed, this person will notify the Charities Regulator in writing and you will be advised accordingly.

Stage 3 - If the complaint is not resolved to your satisfaction by the Manager

If you are not happy with the Manager's response, you may get in touch again by writing to the Chairperson, Voluntary Board of Management, Newbridge Family Resource Centre, Dara Park, Newbridge, Co Kildare. In such a contact, please set out clearly the details of the complaint, explaining why you are not satisfied with the Manager's response and what you would like us to do to put things right.

You can expect that the Chairperson will reply to you within 10 working days of receipt of your letter and will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members. You will be notified of the next Board meeting and a subsequent reply.

This complaints procedure does not apply to NFRC's staff or agents.