



# Donor Charter

*Approved by the Board on 26/10/2021*

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## For Donors

Donors have the right to be assured that their gifts will be used for the purposes for which they were given.

The Community Foundation Ireland (The **Foundation**) respects the rights of donors to be informed about the causes for which The Foundation is fundraising; to be informed about how their donation is being used; and to have their names deleted from mailing lists or databases if so requested. Donors setting up a Donor Advised Fund shall receive a Fund Statement every 6 months reflecting all activity in their fund –both in terms of donations into the fund and grants made from the fund.

## Use of Donations

In raising funds, The Foundation will accurately describe its activities and needs. The organisation's policies and practices will ensure that any donations received will be used solely to further the organisation's mission. Where donations are made for a specific purpose, for example towards a specific thematic fund, the donor's request will be honoured. If The Foundation invites the general public to donate to a specific cause, then it will have a plan for handling any shortfall or excess.

## Disclosure

Donors have the right to be informed of the status and authority of those soliciting donations:

- The Foundation does not use paid third party agents.
- Aside from its Directors, The Foundation does not engage any other volunteers in either its fundraising or grant-making activities.

## Organisational Independence

The Foundation will record and publish in the Annual Report and the Statement of Annual Accounts details of individual gifts, including gifts-in-kind, where The Foundation judges that those gifts may be construed to have the potential to influence the independence of the organisation's decision making. Where anonymity is requested by a donor this will be

respected subject to relevant legislation and law, however the other details of the gift may be recorded and published (such that anonymity is preserved).

### Complaints and feedback procedure

The Foundation has put in place procedures to enable interested parties to notify the organisation of their wishes, comments, and complaints. In the first instance, please contact Jackie Harrison, Director of Philanthropy, with any issues (Tel: 01 874 3807) or by email [jharrison@foundation.ie](mailto:jharrison@foundation.ie).

In the event of a complaint, and where The Foundation's response does not provide satisfaction, the complainant should follow The Foundation's Complaints Policy. Under this policy the CEO and, if necessary, the Audit & Risk sub-committee and ultimately, if necessary, the Board will review the complaint. The mailing address is 3rd Floor Phibsborough Tower, Phibsborough Road, Dublin 7, D07 XH2D. In certain circumstances, the complainant may also contact the Charities Regulator if they are not satisfied (more information available [here](#))

All matters of illegality should be addressed immediately to An Garda Síochána.

### Financial Controls

The Foundation seeks to be best in class in governance issues and will follow the principles of best practice in financial management. An Audit & Risk sub-committee of the Board oversees internal financial control procedures and the Board of The Foundation will ensure that all monetary income is used effectively and will minimise the risk of misuse. An Annual Report and a Statement of Annual Accounts figures will be freely available to the public. Audited accounts are prepared in SORP format.

### Human Resources

The Foundation's human resource policies conform fully to national and international labour regulations. These policies will seek to apply best practices in terms of employee rights and health and safety at work. The Foundation, with its sister agency Business in the Community Ireland, has achieved an 'Excellence through people' award which covers many of the organisation's internal governance and HR issues.

## Equality

The Foundation will adhere to any equality legislation and will not tolerate discrimination in any form.

## Appointment of external auditor

The Foundation's board shall appoint an external auditor or independent examiner as appropriate to audit/examine the annual accounts.

Additional information about fundraising codes is available on

[Charities Governance Code \(amazonaws.com\)](https://amazonaws.com)