



Barnardos' Fundraising Donor Charter

As a charitable organisation seeking donations from the public, Barnardos aims 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 have full confidence in Barnardos.

We promise we will effectively apply your gifts to us for their intended purposes.

Barnardos' commitment to donors and prospective donors

As a supporter of Barnardos, we will ensure you will:

- Be informed of Barnardos' mission, and of the way Barnardos intends to use donated resources.
- Be informed of the identity of those serving on Barnardos governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.
- Have access to Barnardos' 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 Barnardos be dealt with professionally.
- Be informed whether those seeking donations are volunteers, employees of Barnardos 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
- Receive prompt, truthful and forthright answers to questions you might have of Barnardos

If you do have a comment about any aspect of our work, you can contact Barnardos in writing or by telephone.

In the first instance, your comment will be dealt with by our Chief Executive, Suzanne Connolly, or in her absence by our Director of Fundraising and Marketing, Mary Gamble.

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

Write to:

Suzanne Connolly

Barnardos

Christchurch Square

Dublin 8

Tel: (01) 453 0355

Email: info@barnardos.ie

We are open 5 days a week, Monday to Friday from 9.00 am to 5.00 pm, and closed between 1.15 pm and 2.00pm each day.