



Donor Charter

Fundraising from the public is an essential and valuable source of revenue that facilitates Dublin Simon Community to deliver essential frontline and support services to those experiencing or at risk of homelessness.

Our pledge is to treat all donors with respect, honesty and openness and commit to being accountable and transparent so that donors can have full confidence in Dublin Simon Community.

Our intention is to fundraise in a way that protects the reputation of our charity, encourages public trust and confidence and is in keeping with our organisational values of accountability and integrity and excellence and innovation.

As a charity seeking donations from the public we at Dublin Simon Community aim to comply with the Statement of Guidelines for Charitable Organisations on Fundraising from the public as laid out by the Charities Regulator pursuant to section 14 (i) of the Charities Act 2009, to encourage and facilitate the better administration and management of charitable organisations (charities).

We commit that the public, our donors and prospective donors and clients will:

- Be treated with dignity and have personal rights and dignity respected at all times.
- Receive appropriate acknowledgement and recognition of donations.
- Be assured that donations will be handled with confidentiality unless specifically requested otherwise.
- Be assured that our clients will be presented in a respectful way in all fundraising and promotional activities and where possible will have an input into the promotional strategies of the organisation
- Not be approached in an unreasonably persistent or intrusive manner or placed under undue pressure to donate, and people's wishes will be respected in relation to wishing to cease donations.
- Be effectively informed by Dublin Simon Community and have questions about fundraising activities and fundraising costs answered honestly and in a timely manner.
- Be assured that fundraising will occur in an honest and truthful manner.
- Be confident that our fundraisers will act with integrity and not misrepresent Dublin Simon Community, its need for funds or how they will be applied.
- Be assured that charitable donations and gifts will be used for the purposes for which they were donated.

Dublin Simon Community undertakes the following actions in relation to transparency and accountability:

- Dublin Simon Community will take responsibility for its actions and will be capable of explaining, clarifying and justifying those actions.
- Dublin Simon's trustees and management are willing to explain and account to donors and the public for the organisation's actions.

- We undertake to operate in an open, frank and honest way and ensure that transactions, operations, information and communications are easily understood by donors and the public alike.
- We undertake to clearly identify the cause for which we are raising funds and the intended use for donations.
- We undertake to deliver our fundraising services in a manner that adheres to GDPR and protects the rights of our donors in this regard.
- We undertake to provide ways for those interested to contact Dublin Simon Community.
- We undertake to address complaints in a timely and efficient manner.
- We will inform whether those seeking donations are volunteers, employees or third party agents acting on behalf of the organisation.
- Our fundraising staff and volunteers will be easily identifiable and will carry secure fundraising buckets and devices carrying the Dublin Simon brand, logo, contact details and our registered charity number.

If you wish to contact a member of our Fundraising team you can do so in the following ways:

By phone: Call (01) 671-5551

By email: fundraising@dubsimon.ie

By post: Fundraising Team, Dublin Simon Community, 5 Red Cow Lane, Dublin 7, D07 PD37

(Updated August 2022)