



## **Donor Charter**

Fundraising from the public is an essential and valued 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. We 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 values of accountability, integrity, 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, and the Charities (Amendment) Act 2024 to encourage and facilitate the better administration and management of charitable organisations (charities). Our fundraising practices are developed in line with best practice guidelines as set out by The Charities Institute of Ireland: Guidelines for Charitable Organisations Fundraising from the Public.

We commit that the public, our donors, 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 portrayed respectfully in all fundraising and promotional materials and where possible, will have an input into the promotional strategies of the organisation.

- Not be approached in an unreasonably persistent or intrusive manner, nor placed under undue pressure to donate. People's wishes regarding discontinuing donations will be respected.
- 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 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:

- We take responsibility for our actions and are prepared to explain, clarify and justify them.
- Our trustees and management are accountable to donors and the public for the organisation's actions.
- We are committed to operating in an open, honest and straightforward manner, ensuring that transactions, operations, and communications are easily understood.
- We will ensure that information about the Dublin Simon Community's charitable purpose and activities will be made freely available.
- We undertake to clearly identify the cause for which we are raising funds and the intended use for donations.
- We undertake to ensure that donations received are used to further Dublin Simon Community's charitable purpose
- We undertake to deliver our fundraising services in a manner that adheres to Data protection legislation (GDPR) and protects the rights of our donors in this regard.
- We provide accessible options for anyone wishing to contact Dublin Simon Community.
- We undertake to address complaints in a timely and efficient manner.
- We will clearly identify 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](mailto:fundraising@dubsimon.ie)

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

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