



# Arthritis Ireland

Little Things make a Big Difference

## DONOR CHARTER FOR FUNDRAISING

**As a charity seeking donations from the public, Arthritis Ireland aims to comply with the Statement of Guiding Principles for Fundraising. Our pledge is to treat all our donors with respect, honesty and openness.**

### **Donors**

Donors have the right to be assured that their gifts will be used for the purposes for which they were given. Arthritis Ireland respects the rights of donors to be informed about the causes for which Arthritis Ireland 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.

### **Use of donations**

In raising funds, Arthritis Ireland will accurately describe its activities and needs. Arthritis Ireland's policies and practices ensure that any donations received will be used solely to further Arthritis Ireland mission. Where donations are made for a specific purpose, the donor's request will be honoured. If Arthritis Ireland invites the general public to donate to a specific cause, then Arthritis Ireland 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; for example, donors will be informed if fundraisers are employees of the organisation or third party agents.

### **Organisational Independence**

Arthritis Ireland will record and publish in the Annual Report and the Statement of Annual Accounts details of individual gifts, including gifts-in-kind; where Arthritis Ireland judges that those gifts may be construed to have the potential to influence the independence of the organisation's decision making. Arthritis Ireland is not obliged to accept anonymous donations, where anonymity is requested by a donor this will be respected if the donation is accepted, however the other details of the gift will be recorded and published (such that anonymity is preserved).

### **Third party fundraisers**

Arthritis Ireland will seek to ensure that any donations sought indirectly, such as through third party agents, are solicited and received in full conformity with Arthritis Ireland's own standards and practices. This will normally be the subject of written agreement between the parties.

### **Volunteer fundraisers**

Arthritis Ireland's fundraising management shall ensure there is a policy for its activities involving volunteers, including the relationship and communications with volunteers and how volunteers are managed.

### **Fundraising complaints and feedback procedure**

Arthritis Ireland has procedures to enable interested parties to notify us of their wishes, comments and complaints about fundraising. These procedures include systems to ensure that all feedback (including especially any complaints) is responded to and addressed within a specified timeframe. Public or donor queries or complaints about fundraising should, in the first instance, be addressed directly to Arthritis Ireland or email, [feedback@arthritisisireland.ie](mailto:feedback@arthritisisireland.ie)

Where Arthritis Ireland's complaint procedure for fundraising has been exhausted and the response does not satisfy the complainant, the next level of the complaints procedure is directed to the Monitoring Group of the Statement of Guiding Principles for Fundraising. All matters of illegality will be addressed immediately to An Garda Síochána.

### **Financial controls**

Arthritis Ireland's internal financial control procedures ensure that all funds are used effectively and minimise the risk of funds being misused. Arthritis Ireland follows the principles of best practice in financial management. An Annual Report and a Statement of Annual Accounts figures are freely available to the public.

### **Human resources**

Arthritis Ireland's human resource policies conform fully to relevant national and international labour regulations. These policies seek to apply best practices in terms of employee and volunteer rights and health and safety at work.

### **Equality**

Arthritis Ireland is committed to making equality central to our being and doing, through promoting and integrating equality and diversity at every level within our organisation and demonstrating this commitment locally, nationally and globally. Arthritis Ireland adheres to equality legislation and will not tolerate discrimination in any form.

### **Appointment of external auditor**

Arthritis Ireland is controlled and regulated by its board. The board members form the general body that has responsibility for the Articles of Association election of the Council, appointment of the auditors and approval of the annual accounts.