Arthritis Ireland Fundraising Guidelines

Purpose

These guidelines ensure that all fundraising activities undertaken by or on behalf of Arthritis Ireland are ethical, transparent, compliant with Irish law, and aligned with the organisation's values and strategic goals.

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1. Governance & Compliance

- Adhere to the **Charities Regulator's Guidelines for Charitable Organisations on Fundraising from the Public**.
- Maintain **Triple Lock Accreditation** from Charities Institute Ireland, demonstrating commitment to:
    - Transparent reporting
    - Good governance
    - Ethical fundraising
- Ensure all fundraising activities comply with **GDPR**, **data protection**, and **financial regulations**.

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2. Ethical Fundraising Principles

- Fundraising must be **honest**, **respectful**, and **accountable**.
- Donors must be informed about how their contributions will be used.
- No undue pressure should be placed on individuals to donate.
- All communications must be clear, accurate, and avoid misleading claims.

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3. Donor Care & Stewardship

- Acknowledge all donations promptly with appropriate **thank-you messages** or receipts.
- Maintain accurate donor records and respect donor preferences regarding communication.
- Provide regular updates on the impact of donations through newsletters, reports, and campaigns.

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4. Fundraising Channels

Arthritis Ireland may use the following fundraising methods:

- **Digital fundraising**: via social media, email campaigns, and online donation platforms (e.g. iDonate, Stripe).
- **Events**: including marathons, raffles, spinathons, and community challenges.
- **Corporate partnerships**: engaging businesses through sponsorships and matched giving.
- **Legacy giving**: promoting bequests through campaigns like “Stop the Pain, Start the Cure”.
- **Grant applications**: applying to trusts, foundations, and public funding bodies.

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5. Volunteer & Community Fundraising

- Volunteers must be supported with clear guidance, branded materials, and regular communication.
- Community fundraisers should be registered and provided with resources such as sponsorship cards and promotional packs.
- All third-party fundraising must be approved and monitored to ensure compliance and brand integrity.

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6. Financial Management

- All funds raised must be recorded accurately and used for the purposes intended.
- Regular financial audits and internal reviews will be conducted.
- Fundraising costs must be proportionate to income generated and monitored for efficiency.

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7. Risk Management

- Fundraising activities must be assessed for risk, including reputational, financial, and operational risks.
- Insurance cover must be in place for events and fundraising activities.
- Contingency plans should be developed for major campaigns and events.

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8. Transparency & Reporting

- Publish annual fundraising income and expenditure in the Annual Report.
- Share impact stories and campaign outcomes with donors and stakeholders.
- Respond promptly to any complaints or concerns related to fundraising.

APPENDIX 1

Arthritis Ireland Public Compliance Statement

As a registered charity seeking donations from the public, **Arthritis Ireland** is committed to maintaining the highest standards of transparency, accountability, and ethical fundraising practices. We adhere to the *Guidelines for Charitable Organisations on Fundraising from the Public*, ensuring that our fundraising activities align with best practices and regulatory requirements.

Commitment to Compliance

Arthritis Ireland is fully committed to complying with the *Guidelines for Charitable Organisations on Fundraising from the Public* and has formally adopted these principles following discussion and approval by our governing body.

- **Annual Reporting:** We reaffirm our commitment to these guidelines through a formal statement in our **Annual Report**.
- **Donor Charter:** We have established a **Donor Charter**, which aligns with these guidelines and ensures transparency in our engagement with supporters.
- **Monitoring & Oversight:** We regularly monitor compliance with these guidelines, with **compliance reports** submitted periodically to our governing body for review.

Fundraising Practices

- **Ethical Fundraising:** Arthritis Ireland integrates the *Guidelines for Charitable Organisations on Fundraising from the Public* into all fundraising plans and activities.
- **Third-Party Fundraisers:** Where applicable, we have a clear **policy on working with third-party fundraisers** to ensure ethical and responsible practices.
- **Transparency & Accountability:** We are committed to **honest, open, and accountable** fundraising practices, ensuring clear communication with donors and stakeholders.

Governance & Staff Training

- **Compliance Leadership:** A **senior staff member or a member of the governing body** has been appointed to oversee compliance with the *Guidelines for Charitable Organisations on Fundraising from the Public*.
- **Staff Training:** Our fundraising staff receive appropriate **training and guidance** to ensure full adherence to the guidelines.

September 2025

Feedback & Complaints Handling

- **Clear Procedures:** Arthritis Ireland has a **feedback and complaints procedure** aligned with the *Guidelines for Charitable Organisations on Fundraising from the Public*.
- **Ongoing Review:** Feedback is documented and reviewed by relevant staff, including the CEO and governing body, with prompt and appropriate responses provided to the public.

Financial Accountability & Data Protection

- **Financial Reporting:** Arthritis Ireland prepares financial reports in compliance with the **Charities Act 2009** and the **Charities Regulator's** requirements, ensuring transparency regarding our financial independence.
- **Donation Tracking:** We ensure that all **donations are tracked and recorded** accurately and in line with data protection laws.

Public Accessibility

Arthritis Ireland is committed to being **open and accessible** to the public through multiple contact channels, ensuring that supporters and stakeholders can engage with us easily.

By adhering to these principles, Arthritis Ireland ensures that all fundraising activities are conducted with integrity, respect, and accountability, reinforcing public trust in our mission.

APPENDIX 2

Arthritis Ireland Donor Charter

As a charity seeking donations from the public, **Arthritis Ireland** is committed to upholding the highest standards of transparency, integrity, and accountability in our fundraising efforts. We adhere to the *Guidelines for Charitable Organisations on Fundraising from the Public* and pledge to treat all donors with respect, honesty, and openness.

We value the trust placed in us by our supporters and are committed to ensuring that all donations are used effectively for their intended purposes.

Our Commitment to Donors

As a donor or prospective donor, you can expect the following from Arthritis Ireland:

- **Transparency and Accountability:** We will clearly communicate our mission and how donations are used to support our work.
- **Governance Oversight:** Our **Board of Directors** exercises prudent judgment in overseeing the responsible management of donated funds.
- **Financial Integrity:** You will have access to our **most recent financial statements** to ensure transparency in our operations.
- **Responsible Use of Donations:** Your gifts will be used **only for the purposes** for which they were given.
- **Acknowledgement and Recognition:** We will appropriately **acknowledge and recognise** your generosity.
- **Confidentiality:** Your personal and donation information will be handled **with respect and in accordance with data protection laws**.

Professionalism in Fundraising

- All interactions with Arthritis Ireland representatives—whether volunteers, employees, or third-party fundraisers—will be conducted professionally and ethically.
- You have the right to know whether the person seeking a donation is:
    - A **volunteer** for Arthritis Ireland.
    - A **paid employee** of Arthritis Ireland.
    - A **third-party fundraiser** working on behalf of Arthritis Ireland.
- If asked, fundraisers will clearly state their employment status, for example:
    - **Volunteer:** “I volunteer for Arthritis Ireland.”
    - **Employee:** “I work for Arthritis Ireland.”

- **Third-Party Agent:** “I work for [Fundraising Company] and we have been engaged by Arthritis Ireland to raise funds.”

Your Rights as a Donor

As a valued supporter, you are entitled to:

- **Clear Communication:** Prompt, truthful, and forthright answers to any questions about our organisation and fundraising activities.
- **Feedback & Complaints Procedure:** Access to clear procedures for providing feedback or making complaints, with timely responses.
- **Control Over Communications:** The ability to have your name **removed from mailing lists** or to be informed if we intend to share our mailing lists with third parties.

Providing Feedback

We welcome and value all feedback about our work. If you have a comment or concern, you can contact **Arthritis Ireland** by phone, email, or in writing.

Your feedback will initially be reviewed by our **Chief Executive**, who will respond as promptly as possible. Please provide as much information as possible and indicate how you would like us to respond.

📍 **Contact Details:**
Gráinne O’Leary
Arthritis Ireland
1 Clanwilliam Square
Grand Canal Quay
Dublin 2

📞 **Phone:** +353 1 661 8188
✉️ **Email:** info@arthritisireland.ie

Our office is open **Monday to Friday, 9:00 AM to 5:30 PM**.