



Saint Joseph's Shankill

Dedicated to Dementia Care

Donor Charter

As a charity seeking donations from the public we Saint Joseph's Shankill aim to comply with the Guidelines for Charitable Organisations on fundraising from the public

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 can have full confidence in Saint Joseph's Shankill.

We promise we will effectively apply your gifts to us for their intended purposes. We commit that you, our donors and prospective donors will:

- Be informed of Saint Joseph's Shankill mission, and of the way the we intends to use donated resources.
- Be informed of the identity of those serving on Saint Joseph's Shankill / SJOGH clg governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.
- Have access to the Saint Joseph's Shankill 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 Saint Joseph's Shankill will be dealt with professionally.
- Be informed whether those seeking donations are volunteers, employees of Saint Joseph's Shankill or hired third party agents.
- Have easily available the agreed procedures for making and responding to complaints as seen in our handling of complaints and feedback statement.
- Have the opportunity for any names to be deleted from mailing lists and to be informed if Saint Joseph's Shankill intends to share the mailing lists with third parties.
- Receive prompt, truthful and forthright answers to questions you might have of the organisation.

If or when a member of the public enquires about the employment standing of a Saint Joseph's Shankill fundraiser they will receive an honest and open answer. Stating whichever applicable of the below;

- **Volunteer:** "I volunteer for Saint Joseph's Shankill.
- **Employee:** "I work for Saint Joseph's Shankill. charity"
- **Third Party Agent:** "I work for a company and we have been engaged by Saint Joseph's Shankill. to raise funds for them"

What to do if you have feedback

If you do have a comment about any aspect of our work, you can contact Saint Joseph's Shankill in writing or by telephone. In the first instance, your comment will be dealt with by our Complaints officer. 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:

Elaine Byrne
Services Manager
Saint Joseph's Shankill
Cringen Lane
Shankill
Dublin 18
D18 TY00

Tel: +353 1 282 3000

Email: Elaine.byrne@sjog.ie