

	County Roscommon Disability Support Group CLG				
	Donor Charter				
	Policy: Fundraising Policy				
Issue Date:	Oct 2013	Revision No. & Date:	REV 002	11.12.19	Review Date: Oct 2022

Donor Charter

As a charity seeking donations from the public, **RSG**, is dedicated to best practice in fundraising and is committed to implementing the **Guidelines for Charitable Organisations on Fundraising** from the Public published by the Charities Regulator.

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 **RSG**.

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 the organisation's mission, and of the way the organisation intends to use donated resources.
- Be informed of the identity of those serving on the organisation's governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.
- Have access to the organisation's 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 the charity will be dealt with professionally.
- Be informed whether those seeking donations are volunteers, employees of the organisation or hired third party agents.
- Have easily available the agreed procedures for making and responding to complaints.
- Have the opportunity for any names to be deleted from mailing lists. Co. Roscommon Disability Support Group's mailing lists are not shared 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 fundraiser they must receive an honest and open answer. The standing in this case relates to whether or not a fundraiser is a volunteer, a paid employee of the charitable organisation or a third-party agent working on behalf of the charity.

What to do if you have feedback

If you do have a comment or complaint about any aspect of our work, you can contact RSG in writing or by telephone. In the first instance, your comment will be dealt with by our Chief Executive 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:

Ms. Margaret Bourke
 Chief Executive Officer
 County Roscommon Support Group CLG
 Derrane
 Co. Roscommon
 Tel: 090 66 25852

Email: mbourke@rsg.ie

We are open 5 days a week from 10am until 4pm each day Monday to Friday.