

Donor Charter

As a charity seeking donations from the public we, Community Creations Ltd (t/a SpunOut.ie) (named organisation) aim to comply with the *Statement of Guiding Principles for Fundraising*

- 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 us
- 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. For the foreseeable future all funds raised through community fundraising will be spent on core costs for the organisation which are budgeted for in advance of every operating year.
 - 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 which we will publish on our website.
 - 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 which will be available on our website.
 - Have the opportunity for any names to be deleted from mailing lists and to be informed if the organisation intends to share the mailing lists with third parties.
 - Receive prompt, truthful and forthright answers to questions you might have of the organisation.

What to do if you have feedback

Here at Community Creations Ltd., we take your feedback seriously, especially complaints. If you do have a comment about any aspect of our work, you can contact Community Creations Ltd in writing or by telephone. In the first instance, your comment will be dealt with by our Executive Director in a timely manner.

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: **Executive Director**
Community Creations Ltd. t/a SpunOut.ie
Sean MacBride House
48 Fleet Street

Dublin 2
Tel: 01 6753554
Email: fundraising@spunout.ie

We are open Monday to Friday from 9.30 am to 5.30 pm

Where the Community Creations Ltd.'s complaint procedure for fundraising becomes exhausted without satisfaction to the complainant, the next level of the complaints procedure is directed to the Monitoring Group of the Statement of Guiding Principles for Fundraising. Any and all matters of illegality will be addressed immediately to An Garda Síochána.