Donor Charter (Fundraising)

As a charity seeking donations from the public we, spunout, 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 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.
- Be informed of the identity of those serving on our Board of Directors, 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 donations 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 we will make 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, honest and transparent 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 spunout, or a third-party agent working on behalf of the charity.

What to do if you have feedback

We take your feedback seriously, especially complaints. If you have a comment about any aspect of our work, you can contact us 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. You can find more information about our Complaints Policy **here**, including what to do if you are unhappy with how your complaint has been handled.

Write to:

Complaints Officer
spunout
The Glass House
11 Coke Lane
Smithfield
Dublin 7
D07 WNP2

Email: complaints@spunout.ie
Telephone: 01 675 3554

We are open 5 days a week from 9:30am to 5:30pm.

Where our complaint procedure for fundraising becomes exhausted without satisfaction to you as the complainant, you may wish to make your complaint to the Charities Regulatory who oversees charities' compliance with the Guidelines for Charitable Organisations on Fundraising from the Public. If you wish to contact them regarding a concern, you must complete the online concerns form.