

## Our Commitment to Donors

Féileacáin adhere to the Guidelines for Charitable Organisations on Fundraising from the Public, which outlines our Commitment to Donors. We ensure that all donors and prospective donors are aware of our compliance with these guidelines.

### Donor Charter

We have summarised our commitment in our Donor Charter:

- **Respect and Honesty:** We treat all donors with respect, honesty, and openness.
- **Accountability and Transparency:** We remain accountable and transparent so donors can have full confidence in our organisation.
- **Purposeful Use of Gifts:** We apply your gifts effectively for their intended purposes.
- **Mission Information:** We inform you of our mission and how we intend to use donated resources.
- **Leadership Identity:** We will provide information on the Féileacáin Board of Trustees
- **Financial Access:** We provide access to our most recent financial statements.
- **Acknowledgment and Recognition:** We give appropriate acknowledgment and recognition to our donors. We will provide receipts for any cash donations given to a member of the team, we will ask for the donor's name, address and amount donated.
- **Confidentiality:** We respect your privacy and will handle your donation information with respect and confidentiality, as required by law. We will not add any donor to our mailing list, without consent. We will not share our mailing list with a third party.
- **Professional Relationships:** We ensure all interactions with our representatives are professional.
- **Complaint Procedures:** We provide agreed procedures for making and responding to complaints.
- **Transparent Communication:** We offer prompt, truthful, and straightforward answers to any questions you might have. We have a more detailed policy on fundraising from the public, which is available to all fundraisers and donors.

### Contact Us

If you have any comments or questions about our work, please contact us in writing, by email, or by phone. Visit our contact page for all our details. Provide as much information as possible, including your contact details and preferred response method.