



## Donor Charter

As a charity seeking donations from the public, Galway Simon Community aims 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 Galway Simon Community.

We promise that 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. [About Galway Simon Community](#)
- 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. [Meet Galway Simon Community's Board Members](#)
- Have access to the organisation's most recent financial statements. [Publications and Reports](#)
- 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.
- Expect that all relationships with individuals representing the charity will be dealt with professionally.
- Be informed whether those seeking donations are volunteers or employees of the organisation.
- Have easily available the agreed procedures for making and responding to complaints. [Feedback and Complaints regarding Fundraising](#)
- Have the opportunity for your name to be deleted from mailing lists.
- Receive prompt, truthful and forthright answers to reasonable questions you might have of the organisation.

If or when a member of the public enquires about the employment standing of a fundraiser they will receive an honest and open answer. The standing in this case relates to whether or not a fundraiser is a volunteer or a paid employee of the charitable organisation (Galway Simon Community does not engage third-party agents to work on behalf of the charity).

### What to do if you have feedback

If you do have a comment about any aspect of our work, you can contact Galway Simon Community in writing or by telephone.

Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.