



Dignity4Patients

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Office Open: Monday – Thursday

Helpline Hours: 10:00am – 04:00pm

2023 - Dignity4Patients - Donor Charter

As a charity seeking donations from the public, Dignity4Patients CLG complies with the Ireland's Charities Regulator's Guidelines for charitable organisations on Fundraising from the Public, pursuant to section 14(1) of the Charities Act 2009.

Dignity4Patients commitment to our donors is underpinned by the Guiding Principles of Fundraising of the Charities Regulator namely:

1. Respect
2. Honesty and Integrity
3. Transparency and Accountability

Dignity4Patients commits to ensuring we exemplify these principles in conduct and utilisation of funds and that our current donors and prospective future donors can have full confidence that they will:

1. Be informed of the organisation's mission, and the organisations intention to use donated resources.
2. Be informed of the identity of those serving on the organisation's board, and that the board will exercise prudent judgement in its stewardship responsibilities. *(Available at www.dignity4patients.org)*
3. Have access to the organisation's most recent financial statements. *(Available at www.dignity4patients.org)*
4. Be assured your donations will be used for the purposes for which they were given.
5. Donors will receive appropriate donation acknowledgement and receipt within a timely fashion.
6. Be assured that information about your donation is handled with confidentiality as provided by law.
7. Expect that all relationships with individuals representing the charity will be dealt with professionally.
8. Be informed whether those seeking or receiving donations are volunteers or employees of the organisation.
9. Receive prompt and truthful answers to questions in relation to how the organisation uses donations.
10. To ensure that any requests for names to be deleted from our mailing lists are carried out promptly. The organisation will not share mailing lists with third parties.
11. Have available the agreed procedures for making and responding to complaints.

Unless otherwise informed or requested by the donor, all donations to Dignity4Patients services will be utilised for the advancement and continuation of Dignity4Patients client services. This may include the payment of wages or expense reimbursement to provide client services but will never include bonuses, gifts or presents to employees, volunteers, trustees or our suppliers.