



# Cruit Éireann

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# Harp Ireland

## **Cruit Éireann | Harp Ireland's Guiding Principles for Fundraising**

### **Our fundraising standards and your rights as a donor:**

Cruit Éireann | Harp Ireland is committed to transparency and accountability in all our work.

These voluntary principles aim to:

- improve fundraising practice
- promote high levels of accountability and transparency in fundraising
- provide clarity and assurances to donors about the organisations they support.

Read our Donor Charter, Feedback and Complaints Procedure and details of how we comply with these principles.

### **Donor Charter:**

As a charity seeking donations from the public, Cruit Éireann | Harp Ireland aims to comply with the Statement of Guiding Principles for Fundraising. Our pledge is to treat 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 Cruit Éireann | Harp Ireland.

We promise we will 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 vision and mission, and of the way the organisation intends to use donated resources
- 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
- be assured your gifts will be used for the purposes for which they were given
- receive appropriate acknowledgement and recognition, in accordance with your wishes
- be assured that information about your donation is handled with respect and with confidentiality to the extent enabled 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 access to the agreed procedures for providing Cruit Éireann | Harp Ireland with feedback and/or making complaints

- have the opportunity for any names to be removed from mailing lists upon request and to be informed if the organisation intends to share the mailing lists with third parties
- receive prompt, truthful and forthright responses to any questions you might have concerning the organisation.

### **Feedback and Complaints Procedure:**

Cruit Éireann | Harp Ireland is committed to ensuring that all communications and dealings with our supporters and the general public are of the highest possible standard. We listen and respond to your views so that we can continue to improve our communications.

We aim to ensure that:

- it is as easy as possible to make a complaint
- we treat as a complaint: any clear expression of dissatisfaction with our operations which calls for a response
- we treat complaints seriously whether made by telephone, letter, email or in person
- we address complaints within 10 working days
- we respond appropriately with actions taken to rectify and/or provide further information
- we learn from complaints and feedback, using them to improve
- complaints are monitored at management and Board level.

If you have any feedback or a complaint about any aspect of our work, you can contact Cruit Éireann | Harp Ireland in writing or by telephone.

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

Aibhlín McCrann, Chair  
 Cruit Éireann | Harp Ireland Company Offices, c/o Communiqué International, 26 Herbert Place, Dublin, D02 A098  
 T: 01 676 8998  
 E: [aibhlin.mccrann@communique.ie](mailto:aibhlin.mccrann@communique.ie)

### **Public Compliance Statement:**

Cruit Éireann | Harp Ireland is fully committed to achieving the standards contained within the Statement of Guiding Principles for Fundraising and has formally discussed and adopted the Statement at a meeting of our Board.

- Cruit Éireann | Harp Ireland confirms its commitment to the principles set out in the Statement of Guiding Principles for Fundraising by a statement to that effect in its annual report

- Cruit Éireann | Harp Ireland has a Donor Charter which is consistent with the Statement of Guiding Principles for Fundraising
- Cruit Éireann | Harp Ireland regularly monitors compliance with the Statement of Guiding Principles for Fundraising and compliance reports are received regularly by the governing body
- Cruit Éireann | Harp Ireland considers the Statement of Guiding Principles for Fundraising when planning all fundraising activity
- Cruit Éireann | Harp Ireland provides honest, open and transparent disclosure when fundraising from the public
- Cruit Éireann | Harp Ireland has appointed a member of the governing body and/or a senior member of staff to be responsible for compliance with the Statement of Guiding Principles for Fundraising
- Cruit Éireann | Harp Ireland ensures that any fundraising staff are provided with information and training on the Statement of Guiding Principles for Fundraising and its implementation
- Cruit Éireann | Harp Ireland has a feedback and complaints procedure consistent with the Statement of Guiding Principles for Fundraising
- Cruit Éireann | Harp Ireland prepares financial reports consistent with the requirements of the Charities Act 2009 which include a statement concerning the extent to which control of the organisation is independent of its funding sources
- Cruit Éireann | Harp Ireland ensures that all donations are tracked and recorded and comply with data protection requirements
- Cruit Éireann | Harp Ireland is accessible to the public through a number of readily available contact options.

Further information on The Guiding Principles for Fundraising here:

[www.ictr.ie/content/fundraising-codes-practice](http://www.ictr.ie/content/fundraising-codes-practice)