



Donor Charter

AS A CHARITY SEEKING DONATIONS FROM THE PUBLIC WE CARRIGORAN HOUSE AIM TO COMPLY WITH THE STATEMENT OF GUIDING PRINCIPLES FOR FUNDRAISING

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 CARRIGORAN HOUSE

We promise we will effectively apply your gifts to us for their intended purposes. We commit that you, our donors and prospective donors have access to the following should you so wish:

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 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 which are posted on line with the Charity Regulatory Authority

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 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 as per our Disclosure Statement.

Have easily available the agreed procedures for making and responding to complaints.

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, truthful and forthright answers to questions you might have of the organisation.

What to do if you have feedback

If you do have a comment about any aspect of our work, you can contact Valerie Vaughan, CEO, in writing or by telephone using Carrigoran House, Newmarket-on-Fergus, Co. Clare, Tel: +353 61 368100 Email: info@carrigoranhouse.ie

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and provide a new deadline.

What if the complaint is not resolved?



If you are writing to will ensure respond within two weeks of this consideration by Board members

not happy with our response, you may get in touch again by the Chair of our Board of Carrigoran House. The Chairman that your appeal is considered at Board level and will