

Donor Charter

As a charity seeking donations from the public, we (World Vision Ireland) aim 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 World Vision Ireland.
- We promise 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.
 - 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 of donation(s).
 - 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.
 - Have easily available the agreed procedures for making and responding to complaints.
 - Have the opportunity to unsubscribe from communications.
 - Receive prompt, truthful and forthright answers to questions you might have of the organisation.
- All fundraising will respect the rights and dignity of donors, beneficiaries and the public.
- Fundraising activities will not be unreasonably persistent, intrusive or place undue pressure on people to donate. Should someone not wish to donate, or wish to cease making a donation, that decision will be respected.
- Beneficiaries will not be presented in a disrespectful way in promotional activities and, where possible and appropriate, clients and beneficiaries will have an input into the promotional strategies of the charity.
- Fundraisers will act with integrity and not misrepresent the charity, its need for funds or how they will be applied.
- The charity will take responsibility for its actions and will be capable of explaining, clarifying and justifying those actions.
- The charity's trustees and management will explain and account to donors and the public for the charity's actions.

- The charity will operate in an open, frank and honest way and will ensure that transactions, operations, information and communications are easily understood by donors and the public alike.
- The charity will clearly identify to donors and the public the cause for which the fundraising is occurring and how donations will and are being used.
- The charity will provide ways whereby those interested can easily contact the charity.

What to do if you have feedback

If you do have a comment about any aspect of our work, you can contact World Vision Ireland in writing or by telephone. In the first instance, your comment will be dealt with by our Chief Executive. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Write to:

World Vision Ireland
The Mews, Garland House
Rathmines Park
Dublin 6
D06 C6K4

Tel: +353 1 498 0800

Email: ireland@wveu.org

We are open 5 days a week from 9.00 am to 5.30 pm (Monday to Thursday), 9.00 am to 4.30 pm (Friday) and closed between 1.00 pm and 2.00pm each day.