

## **Cork Counselling Services Ltd. Community Donor Charter**

As a charity seeking donations from the public we, Cork Counselling Services Ltd., aim to comply with the national 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 Cork Counselling Services Ltd.

We promise that we will effectively apply your gifts to us for their intended purposes.

We will keep administration and fundraising costs to a minimum.

Our fundraisers will observe the highest professional standards at all times.

We will prepare externally audited accounts. These accounts are available from our Finance Office for inspection at any time. We will also prepare an annual financial report summarising our financial results.

### **We commit that you, our donors and prospective donors, will:**

- Be informed of Cork Counselling Services Ltd.'s mission, and of the way that Cork Counselling Services Ltd. intends to use donated resources.
- Be informed of the identity of those serving on the Cork Counselling Services Ltd.'s Board of Directors, 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.
- 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 for any names to be removed 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.