

Social Justice Ireland

At a Board Meeting on June 14, 2013 *Social Justice Ireland*, having put in place all the policy positions needed, agreed to sign the ***Statement of Guiding Principles for Fundraising***. (www.ictr.ie).

The following pages contain the sign-up sheet and the supporting policy documents.

- Resolution regarding the Statement of Guiding Principles for Fundraising.
- Donor Charter.
- Public Compliance Statement
- Fundraising Feedback and Complaints Procedure.

Social Justice Ireland

Resolution regarding the Statement of Guiding Principles for Fundraising.

The Board of *Social Justice Ireland* resolves to adopt the Statement of Guiding Principles for Fundraising and confirms that *Social Justice Ireland* is committed to complying with the Statement and will endeavour to:

1. Adhere to the core principles of respect, honesty and openness by:

- 1.1 Respecting the rights, dignity and privacy of supporters, clients and beneficiaries.
- 1.2 Answering reasonable questions about fundraising activity and fundraising costs honestly.
- 1.3 Making information about our purpose, activities and governance available to the public.

2. Demonstrate its commitment to donors by:

- 2.1 Agreeing and making known a Donor's Charter consistent with the Statement of Guiding Principles for Fundraising containing commitments regarding the causes for which the charity is fundraising, the use of donations, and disclosures regarding the status and authority of those soliciting donations.
- 2.2 Operating a complaints and feedback procedure.

3. Ensure high standards of fundraising practice by:

- 3.1 Ensuring fundraisers are committed to the highest standards of good practice by providing information and training on the Statement of Guiding Principles for Fundraising.
- 3.2 Ensuring that fundraising activities are respectful, honest, open and legal and that images and messages are chosen and used in accordance with the Statement of Guiding Principles for Fundraising.
- 3.3 Having a policy in place regarding the management of volunteer fundraisers.

4. Be financially accountable by:

- 4.1 Publishing an annual report and statement of annual accounts, which includes a statement on compliance with the Statement of Guiding Principles for Fundraising.
- 4.2 Making sure that there are appropriate internal financial and management controls in place.
- 4.3 Making sure that all donations are recorded and that records comply with data protection legislation.

5. Ensure that the Board and senior management take responsibility for implementing and adhering to the Statement of Guiding Principles for Fundraising by:

- 5.1 Identifying any risks that may arise and ensuring appropriate mechanisms are in place given the size and complexity of the organisation to manage and deal with those risks.

Finbarr Tracey
Director

Brigid Reynolds
Director

Dated: June 14, 2013

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Donor Charter

As a charity seeking donations from the public we *Social Justice Ireland* aim to comply with the *Statement of Guiding Principles for Fundraising* (link to www.ictr.ie)

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 *Social Justice 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.

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 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.

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Public Compliance Statement

Social Justice Ireland is committed to complying with the Statement for Guiding Principles for Fundraising (www.ictr.ie) and has formally discussed and adopted the Statement at a meeting of the Board.

- *Social Justice Ireland* confirms its commitment to the principles set out in the *Statement of Guiding Principles for Fundraising* by a statement to that effect in our annual report.
- *Social Justice Ireland* has a Donor Charter which is consistent with the *Statement of Guiding Principles for Fundraising*.
- *Social Justice Ireland* regularly monitors compliance with the *Statement of Guiding Principles for Fundraising* and compliance reports are received regularly by the Board.
- *Social Justice Ireland* considers the *Statement of Guiding Principles for Fundraising* when planning all fundraising activity.
- *Social Justice Ireland* has a policy on working with third party fundraisers.
- *Social Justice Ireland* provides honest, open and transparent disclosure when fundraising from the public.
- *Social Justice Ireland* has appointed a member of the Board and a senior member of staff to be responsible for compliance with the *Statement of Guiding Principles for Fundraising*.
- *Social Justice Ireland* ensures that fundraising staff are provided with information and training on the *Statement of Guiding Principles for Fundraising* and its implementation.
- *Social Justice Ireland* has a feedback and complaints procedure consistent with the *Statement of Guiding Principles for Fundraising*. Feedback is recorded for review by relevant staff including the Chief Executive Officer and Board. Feedback is responded to promptly and appropriately.
- *Social Justice 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.
- *Social Justice Ireland* ensures that all donations are tracked and recorded and complies with data protection requirements.
- *Social Justice Ireland* is accessible to the public through a number of readily available contact options.

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Fundraising Feedback and Complaints Procedure

Social Justice Ireland is committed to ensuring that all our communications with our supporters and the general public are of the highest possible standard. We are dedicated to ensuring we uphold our honest and transparent reputation, and as a charitable organisation aim to achieve the highest standards in fundraising practice. We listen and respond to the views of our supporters and of the general public so that we can continue to improve.

Social Justice Ireland is grateful for the support we receive from our supporters and welcomes both positive and negative feedback. As part of our compliance with the guidelines of Fundraising Practice, 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 it seriously whether it is made by telephone, letter, fax, email or in person;
- we deal with it quickly and politely;
- we respond appropriately with actions taken to rectify the complaint and/ or further information if requested;
- we learn from complaints, use them to improve our supporter care, and monitor them at management and Board level.

If you have feedback or a complaint:

Step One

If you do have a complaint about any aspect of our work, you can contact *Social Justice Ireland* in writing or by telephone.

In the first instance, your complaint will be dealt with by a staff member who will aim to resolve the issue themselves or forward it to the most appropriate person to respond. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Write to:

Brigid Reynolds, *Social Justice Ireland*, Arena House, Arena Road, Sandyford, Dublin 18

Phone no: 01-2130724

Email: brigid.reynolds@socialjustice.ie

Our office is open **Monday to Friday from 9.30 am to 5.30 pm**

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to *Social Justice Ireland's* Fundraising Manager or *Social Justice Ireland's* CEO. The Fundraising Manager or *Social Justice Ireland's* CEO will ensure your appeal is considered at the highest level and will respond to you within two weeks of this consideration.

Step Two – Contact the Monitoring Group *

Ideally in the first instance you should address your complaint to *Social Justice Ireland* as outlined above.

You may however at any stage make your complaint in writing to the Monitoring Group who oversee charities compliance with the Statement of Guiding Principles for Fundraising.

(www.ictr.ie)

What happens next?

You will receive confirmation of receipt of your complaint within a specified number of days. The Monitoring Group will consider complaints and will respond according to its own procedures.

**The Monitoring Group for the Statement of Guiding Principles for Fundraising can be accessed at www.ictr.ie for updates and more information.*