



Donor Charter

As a charity reliant on donations and fundraising from the public Waterford Hospice Movement aims to comply with [the Guidelines for Charitable Organisations on Fundraising from the Public](#)

In this regard we have a Fundraising Policy which incorporates our Mission, Vision and Values Statement, a Privacy Notice and our Complaints Procedures published separately on our website

Respect

- 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 donating, that decision will be respected.
- Beneficiaries will not be presented in a disrespectful way in any promotional activities and, where possible and appropriate, clients and beneficiaries will have an input into the promotional strategies of the charity
- We promise we will effectively apply your gifts to us for their intended purposes.

Honesty and integrity

- Fundraising will occur in an honest and truthful manner.
- Fundraisers will act with integrity and not misrepresent the charity, its need for funds or how they will be applied.
- Questions about fundraising activities and fundraising costs will be answered honestly and in a timely manner.
- Information about the charity's charitable purpose and activities will be made freely available.
- Charitable donations and gifts will be used for the purposes for which they were donated.

Transparency and Accountability

- 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. The charity will have a procedure in place to address complaints
- We commit that you, our donors, and prospective donors that you will
 - be informed of the identity of those serving on our Board of Directors
 - have access to the organisation's most recent financial statements.
 - receive appropriate acknowledgement and recognition.
 - be assured information about your donation is handled with respect and in a confidential manner
 - receive prompt, truthful, and forthright answers to any questions you might have of the organisation, and that
 - all relationships with individuals representing the charity will be dealt with professionally

What to do if you have feedback

If you have a comment about any aspect of our work, you can contact us at as per the following

Contact Details

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Manager

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