



## **Waterford Hospice Movement (WHM) CLG**

### **Fundraising Policy**

Beech Floor 1/BCH/40  
Southeast  
Palliative Care Centre  
University Hospital Waterford  
Dunmore Road, **Waterford**

X91 ER8E

**Administration:** 051 844847  
**Email:** [info@waterfordhospice.ie](mailto:info@waterfordhospice.ie)

**Registered Charity No:** 20022495

**Revenue Tax Exemption No:** CHY 8998

**Company No:** 136829

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## WHM Mission Statement

To provide public benefit to patients and their families of the Southeast Palliative Care Service in their own home or place of residence in the Waterford Community Care Area, and to those availing of the services of the Southeast Palliative Care Centre, via provision of patient comforts including equipment, amenities and Complementary, Counselling and support services

### Vision

To support the development of a best-in-class Hospice and Specialist Palliative Care Service in partnership with the HSE/Southeast Palliative Care Service

### Values

**Compassion** –we seek to fundraise to ensure patients and families have optimal level of comfort and support during this challenging period of their lives

**Respect** – we respect the rights of patients and families to have their care managed in a dignified manner in a comfortable and welcoming environment, and the rights of employees and volunteers to be valued and respected as they contribute to the attainment of WHM Vision and Mission

**Honesty & Integrity**-we hold the values of honesty and integrity as integral to our role together with the principles of accountability and transparency in all aspects of WHM activities

**Advocacy**-we value the right to advocate for the continued development of Specialist Palliative Care Services for patients and their families

**Equity and Fairness** -we seek to apply the values of equity and fairness in the deployment of resources for patient comforts and supports for all who require Specialist Palliative Care Services, as well as for the staff and volunteers of the service

## Context and Scope

WHM was established in 1988 to provide a Community Specialist Palliative Care (CSPC) -Hospice Homecare Service and fulfilled this role until the Southeast Palliative Care Centre (SEPCC) was constructed, following which governance for the clinical Service transferred to the HSE as of 31.05.2021

WHM remit subsequently evolved to provide patient comforts, equipment, and amenities and Complementary Therapy Services to patients of the Adult Specialist Palliative Care Service in both the SEPCC and for the Waterford Community Specialist Palliative Care Team and in this regard is completely reliant on Donations and Fundraising.

This Policy is complemented by our Financial Controls Policy which commits to having the appropriate internal financial control systems in place to

- safeguard the charity's assets
  - administer the charity's financial affairs in a way that proactively identifies and manages risk
  - helps prevent and detect potentially fraudulent activity
  - monitor and act upon financial reporting by ensuring proper books of account are maintained so that timely and relevant financial information can be obtained.
- In this regard the Company Annual Accounts are filed on our website following each AGM, and with the Companies Registration Office (CRO) and on the Charities Regulator website

WHM and HSE operate within a formal Partnership Process underpinned by a legal framework in respect of a donation of €6m of Charitable Funds towards the construction costs of the SEPCC and via this Partnership process the supports required by patients and families are determined.

WHM has 2 Parttime Employees

Patricia Sullivan. Manager

Sheila Quinn. Communications & Fundraising Manager

Garda Vetting arrangements apply in respect of employees and named Volunteers with access to SEPCC to support employees with the preparation and management for Fundraising events.

## Donors and Donations

The Trustees of WHM, Manager and employees endorse and comply with the 2017 Guidance for Fundraising by the Charities Regulator

<https://www.charitiesregulator.ie/media/1083/guidance-for-fundraising-english.pdf>

Accordingly, the Board of WHM ensures all reasonable steps are taken to treat donors fairly, and to enable donors to make informed decisions about their donations.

The needs of any potential donor who may be vulnerable or who, due to his or her circumstances, may require additional care and support to make an informed decision are always facilitated.

The Board of WHM ensures our fundraisers do not exploit the credulity, lack of knowledge, apparent need for care and support, or vulnerable circumstances of any donor at any point in time.

If there are reasonable grounds for believing that an individual lacks capacity to make an informed decision to donate, then a donation is not taken.

If there were any concern a donation given by someone who lacked capacity at the time of donating, then this donation would be returned.

### Donations

The Board of WHM, Manager and its employees seek to ensure: -

- We accurately describe the purpose of our fundraising
- Donations received are used to further the organization's charitable purpose
- Where donations are made for a specific purpose, the donor's request is honored.

Consistent with our values we ensure

- fundraisers carry clearly visible identification, which includes the name of the individual who is fundraising, our organizations name, logo, contact details, and QR code
- Our Registered Charity Number is displayed
- donors are aware of the status and authority of those seeking charitable donations on our behalf i.e., if the fundraisers are employees or volunteers.
- where WHM invites the public to donate to a specific cause, there is a plan in place for handling any shortfall or excess and informs donors about same

### Third Party Fundraising

WHM does not engage third parties to fundraise on our behalf

### Volunteer Fundraisers

WHM has a small number of Volunteers that have access to WHM premises and provide direct support to WHM employees in respect of Fundraising Activities. There is a Volunteer Recruitment Policy in place (**Appendix 1**) and these Volunteers are Garda Vetted and have signed Codes of Conduct for Volunteers (**Appendix 2**)

### Donations and monies from Fundraising Events held on our behalf

- WHM participates in National Fundraising Events in collaboration with Together for Hospice <https://www.togetherforhospice.ie/> for e.g., National Sunflower Day and Bewley Big coffee Morning Social for Hospice in respect of which the Fundraising Manager is supported by a small Team of Volunteers to plan and manage the event
- WHM has Policies in place in respect of Volunteer Recruitment, Code of Conduct for Volunteers and Confidentiality Agreements in respect of our core volunteer team i.e. volunteers with access to WHM offices in the SEPCC
- Communication with Volunteers is led by the Communications and Fundraising Manager
- Fundraisers are acknowledged ongoing via our website and facebook page and in our Annual Reports

### Complaints and Feedback procedures

- WHM has a separate Complaints Policy, and this is accessible to the public via our website **(Appendix 3)**

### Legal Obligations

- WHM monitors its compliance with its legal obligations on an ongoing basis
- WHM submits its audited Annual Report including its Annual Accounts and Financial Statements, and Annual Report on Activities to the Charities Regulator annually as legally required
- WHM files its audited Annual Accounts with the Companies Registration Office annually
- WHM publishes its audited Annual Accounts on its website
- WHM complies with the Data Protection Regulations in respect of management of personal information received with donations and donations from fundraising events, and our CHAMP CRM system has built in safeguards to respect of same
- Our Privacy Notice is published on our website
- A record of compliance with Charities Regulatory Standards is retained
- A Risk Register is maintained and reviewed at all Board meetings

## Management of Fundraising Activities

- WHM has a part time Communications and Fundraising Manager who operates in collaboration with the WHM Manager on an operational day to day basis
- Activities are conducted in accordance with our Donor Charter (**Appendix 4**) which is published on WHM website <https://www.waterfordhospice.ie/>
- The Communications and Fundraising Manager provides advice and support to the Fundraisers who plan to undertake an event and donate the proceeds to WHM
- Donations are all processed via the CHAMP CRM System and donors and acknowledgement of funds is issued in accordance with the donors wishes e.g., electronic or hard copy correspondence
- Income Reports are provided to the Board monthly
- Income reports are issued to the APBS whom provide the Payroll & Accounting Service on our behalf
- Financial activity records are provided to the external auditor for the Annual Audit cycle as required
- WHM formally meets the leaders of its Support Groups periodically
- WHM provides clearly identifiable high viz jackets and merchandise to fundraisers on request
- Fundraisers and donors are encouraged to use electronic systems i.e., online donations, direct lodgement to WHM bank Accounts, iDonate, etc to minimise cash handling requirement
- WHM has a separate Financial Controls Policy in place.
- A Garda Permit is obtained annually for Sunflower Day collection which is our only on street collection
- WHM Information Leaflets are available to any potential donors or fundraisers to supplement the information on our website and facebook page and optimize aware ness of our charitable purpose

Where events are organized in our name but are not known to us at the time we commit to working with the fundraiser (s) involved to ensure awareness of the standards required so that the fundraiser can ensure any future events held meet those standards.

## Responsibilities of Fundraisers

Fundraisers are expected to comply with

- the Mission, Vision, and Values of WHM as published on our website
- the law as relevant to the activity being undertaken and the management of the financial aspect associated with the event
- the requirement to be open and transparent in respect of the purpose of the collection of funds and to use WHM promotional materials e.g., collection buckets and signage appropriately
- requirement to ensure the right to privacy and unwarranted intrusion on members of the public is always respected
- data protection and confidentiality are maintained in accordance with the wishes of the donor

Consistent with Guidance from the Charities Regulator,

<https://www.charitiesregulator.ie/media/1083/guidance-for-fundraising-english.pdf> page 12

fundraisers are required to: -

- be trustworthy and always conduct themselves with integrity and honesty
- act openly and in such a manner as to ensure that donors are not misled
- ensure their actions enhance the charitable purpose and reputation of WHM
- disclose if they are employees of the charity
- be able to state the purpose for which funds collected will be used
- have a general knowledge about the aims and objectives of the charity and be able to inform donors of where they can find supplementary information
- not knowingly or recklessly disseminate false or misleading information nor permit others to do so
- not unreasonably intrude on the privacy of those from whom donations are being petitioned
- not make unreasonably persistent approaches nor exert undue pressure on people to make donations to WHM
- not act in a manner inconsistent with these Guidelines, or cause or permit others to do so
- not exploit any relationship with a donor, volunteer or employee for personal benefit or misuse their position for personal gain
- comply with all legal requirements which relate to their activities and advocate adherence to these within the organisation which employs them or for which they volunteer.



## Data Protection

WHM Policy is to follow appropriate procedures when handling and processing personal data from individual donors and fundraisers

Personal data is collected and processed fairly and lawfully and with the consent of the individual

As all personal data is entered on CHAMP CRM system data protection is integral to the system and all online donors can select contact- opt-in preferences

Privacy Statement is published on the WHM website (**Appendix 5**)

Confidentiality is integral to WHM processes

Communication with Donors and Fundraisers is based on contacting only those who have opted in to receive same – this includes the provision of e-receipts for online donations

Donors and Fundraisers wishes are respected in relation to publishing of Cheque Handovers on WHM social media or in print media

Donors and Fundraisers can be assured Data is only used for the purposes intended by them

WHM has secure ICT systems which are contracted and maintained by a Private Provider

## Responsibility for Implementation & Compliance

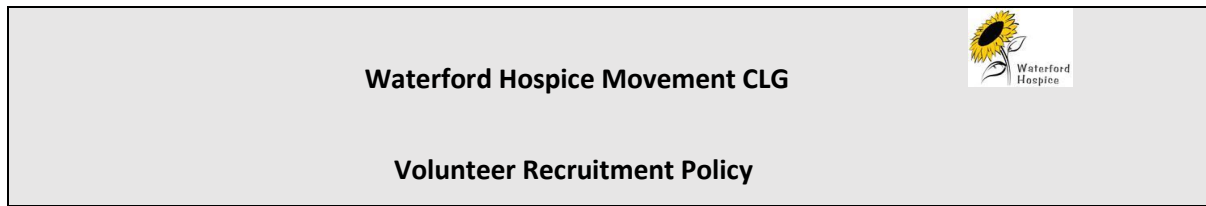
- The Board of Directors are accountable for ensuring compliance with the Charities Regulatory requirements including providing assurance to the Charities Regulator that this and other relevant Policies, Procedures and Guidelines are in place, and for having this Policy available for inspection if required
- The Manager has operational day to day responsibility for implementation and compliance with this Policy
- The Communications and Fundraising Manager is the lead person for the communication with Donors and Fundraisers and ensure awareness and compliance with the provisions of this Policy

## Policy review Date

- This Policy will be reviewed ongoing in terms of compliance
- Formal review will take place no later than Sept 2025,

## Appendices

## Appendix 1 – Volunteer Recruitment Policy



### **Policy Statement**

As a charity, people are our most important asset. Volunteers play a particularly important role in the work of **Waterford Hospice Movement CLG**. We therefore recognise that it is crucial that we attract volunteers to our organisation to help us achieve our charitable purpose and associated goals.

We provide appropriate support and supervision to allow volunteers to realise their full potential in their role with **Waterford Hospice Movement CLG**. We appreciate and value the significant contributions that volunteers make to the aims and objectives of **Waterford Hospice Movement CLG**. We are committed to compliance with all relevant legislative obligations relating to the environment in which our volunteers carry out their role.

### **Eligibility**

Generally, **Waterford Hospice Movement CLG** will consider involving anyone who wishes to volunteer with us as relevant to our organisation's activities. However, prospective volunteers must demonstrate a commitment to the aims of **Waterford Hospice Movement CLG** and their availability as volunteers must align with the needs of **Waterford Hospice Movement CLG**.

We provide a volunteer recruitment process, which is free from any unlawful discrimination.

For some volunteer roles, specific selection criteria may apply to determine the suitability of a volunteer candidate to a particular role. In addition, selection criteria may become relevant where there are more applicants for a particular volunteer role than positions available. Selection criteria are based on the relevant skills, qualifications and experience of volunteer candidates.

### **Recruitment and Selection**

Depending on the role to be filled, our recruitment and selection process may include the following stages:

- Preparing a Volunteer Role Description;
- Preparing and placing a volunteer recruitment advertisement;
- Agreeing selection criteria;
- Meeting volunteer candidates, collectively or individually, to discuss the nature and expectations of the volunteer role;
- Shortlisting applicants against agreed selection criteria;
- Notifying interview candidates and unsuccessful applicants;
- Interviewing of candidate volunteers by a suitably briefed interview panel;
- Assessing candidates against agreed selection criteria;
- Offering a volunteer role to the successful candidate(s);
- Notifying unsuccessful candidates;
- Verifying relevant educational qualifications of successful candidate(s);
- Checking employment or other references with referees nominated by a successful volunteer candidate;
- Issuing a volunteer agreement for the volunteer's signature;
- Completion of Garda vetting (if applicable);
- Ratification of appointments by the board of charity trustee where required;
- Providing interview feedback to unsuccessful candidates who request it.

### **Confidentiality and Data Protection**

**Waterford Hospice Movement CLG** respects the right to privacy and confidentiality of our volunteers and prospective volunteers.

**Waterford Hospice Movement CLG** may from time to time in the course of administering its business and exercising its legal rights and performing its legal obligations in connection with the recruitment of volunteers, need to process both personal data and special categories of personal data (including, for example, information relating to health). **Waterford Hospice Movement CLG** will process such data in accordance with the applicable data protection legislation including the General Data Protection Regulation and implementing legislation. Further details in relation to what personal data is collected in relation to volunteers or prospective volunteers, and the purposes for which such data may be used are set out in **Waterford Hospice Movement CLG's** data protection policy, (which may be amended or updated from time to time).

### **Reference Checks**

References checks and any verification of educational qualifications, which involves contact with third parties will only take place once **Waterford Hospice Movement CLG** forms a clear view that it would like to recruit a candidate volunteer. **Waterford Hospice Movement CLG** will always request the permission of the candidate volunteer in advance of checking references or qualifications. Reference checks for every candidate volunteer are carried out in the same way. It is the policy of **Waterford Hospice Movement CLG** to seek 2 references, preferably from separate sources e.g. academic, employment, volunteering etc.

### **Training and Development**

Before a volunteer commences their role, they will be invited to an induction. As part of their induction, the volunteer will be provided with a detailed Volunteer Role Description. The Volunteer Role Description specifies the responsibilities and tasks involved in the volunteer's role, **Waterford Hospice Movement CLG's** expectation as to the manner in which these responsibilities and tasks will be carried out and any other relevant information applicable to the role. The volunteer will have an opportunity to voice any queries they may have about their role. In addition, the volunteer will be provided with information about:

- The vision, mission and organisational structure of **Waterford Hospice Movement CLG**
- How their role fits within the broader purpose of **Waterford Hospice Movement CLG**;
- The supports available to volunteers in **Waterford Hospice Movement CLG** including key contacts, information about the volunteer's supervisor/line manager and communication channels within **Waterford Hospice Movement CLG**;
- The type of commitment expected of volunteers;
- The space, equipment and facilities necessary for the volunteer to carry out their role;
- Health and safety, including any applicable risk assessments in respect of the volunteer's role;
- **Waterford Hospice Movement CLG's** Code of Conduct for Volunteers;
- Details of **Waterford Hospice Movement CLG's** grievance and disciplinary procedures<sup>1</sup>;
- All other relevant policies and procedures of **Waterford Hospice Movement CLG**;

An appropriate level of training is offered to all volunteers to enable them to fulfil their role as effectively as possible.

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<sup>1</sup> Charitable organisations should ensure that their grievance and disciplinary procedures facilitate the management of volunteer grievances.

### **Trial Period**

A trial period may be set in respect of volunteer roles to ensure both the volunteer and **Waterford Hospice Movement CLG** are satisfied with the volunteering arrangement. The duration of the trial period is dependent on the nature and hours of the volunteer role.

### **Support and Supervision**

Volunteers have access to support and supervision during their trial period and throughout their volunteering period. Difficulties that arise will be dealt with in a fair, open and efficient way and in line with **Waterford Hospice Movement CLG**'s grievance and disciplinary procedures. All volunteers are allocated a designated supervisor/point of contact who they should contact if they have any questions about their role or if any difficulties arise in the course of carrying out their role.

### **Expenses**

Volunteers may be reimbursed for expenses incurred, in line with the **Waterford Hospice Movement CLG**'s policies and procedures and by prior arrangement only.

### **Review of Policy**

The board of charity trustees will review this policy at 3-year intervals or as appropriate. The **Manager** is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including charity trustees, are expected to facilitate this process.

### **Legal Disclaimer:**

This document is issued by the Charities Regulator under section 14(1)(i) of the Charities Act 2009, to encourage and facilitate the better administration and management of charitable organisations. It is published as part of a suite of guidance, intended to provide support to charity trustees to meet their legal duties, by putting in place systems, processes and policies which ensure charities are managed in an effective, efficient, accountable and transparent way.

This document is not, nor is it intended to be, a definitive statement of the law and it does not constitute legal advice. This document is not a substitute for professional advice from an appropriately qualified source. The Charities Regulator recommends that charity trustees consult their governing document or obtain their own independent legal advice where necessary. The Charities Regulator accepts no responsibility or liability for any errors, inaccuracies or omissions in this document

### [Appendix 2 – Code of Conduct for Volunteers](#)

**Waterford Hospice Movement CLG**

**Code of Conduct for Volunteers**

The purpose of the Code of Conduct for Volunteers is to set out standards of behaviour expected from volunteers of **Waterford Hospice Movement CLG**. All volunteers should ensure that they have read and comply with this Code of Conduct.

Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Fulfilling their role as outlined in their written **volunteer role description** to a satisfactory standard.
- Performing their volunteer role to the best of their ability in a safe, efficient and competent way;
- Following the charity's policies and procedures as well as any instructions or directions reasonably given to them;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;
- Raising concerns about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role with **Patricia Sullivan, Manager** or with **Sheila Quinn, Communications & Fundraising Manager** in the first instance or with **Danette Connolly, Chairperson of the Board of WHM** if/as appropriate
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made;
- Acting in a way that is in line with the purpose and values of the charity and that enhances the work of the charity;
- Communicating respectfully and honestly at all times;
- Observing safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to volunteers;
- Reporting any health and safety concerns;
- Directing any questions regarding **Waterford Hospice Movements** policies, procedures, support or supervision to the volunteer's supervisor;
- Addressing any issues or difficulties about any aspect of their role or how they are managed in line with Waterford Hospice Movement's grievance procedures;
- Declaring any interests that may conflict with their role or the work of the charity (e.g., business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance **from Patricia Sullivan, Manager**
- Keeping confidential matters confidential;
- Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with **Waterford Hospice Movement CLG** and returning any such documents, material in their possession;

- Seeking authorisation before communicating externally on behalf of **Waterford Hospice Movement CLG**
- Maintaining an appropriate standard of dress and personal hygiene;
- Disclosing the fact that they have been charged with, or convicted of a criminal offence by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to **Patricia Sullivan. Manager** <sup>2</sup> For the avoidance of doubt, volunteers are not required to disclose the fact or details of ‘spent convictions’ under the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended) to **Waterford Hospice Movement CLG**

Volunteers are expected NOT to:

- Bring the charity into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);
- Seek or accept any gifts, rewards, benefits or hospitality in the course of their role;
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, sexual harassment, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community);
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering;
- Provide a false or misleading statement, declaration, document, record or claim in respect of **Waterford Hospice Movement CLG** its volunteers, employees or charity trustees;
- Engage in any activity that may damage property;
- Take unauthorised possession of property that does not belong to them.
- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement with **Waterford Hospice Movement CLG** ends, confidential information gained in the course of their role with **Waterford Hospice Movement CLG**

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of **Waterford Hospice Movement CLG**’s other policies and procedures this may result in the volunteer’s position being terminated. Notwithstanding the foregoing, volunteers should note that **Waterford Hospice Movement CLG** may terminate a volunteer’s position without cause.

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<sup>2</sup> In seeking information from volunteers about criminal convictions (or the fact that they have been charged with an offence or given the benefit of the Probation of Offenders Act 1907 (as amended)) charities should comply with data protection law and be aware of the limitations on the circumstances in which it is possible to process such information (e.g. see section 55 of the Data Protection Act 2018). It is also important that charities have due regard to the provisions of the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended). If a charity has any doubt about its rights and responsibilities in this regard, it should obtain legal advice.



Volunteers acknowledge that no employment relationship is created in the context of their role with **Waterford Hospice Movement CLG**

The board of charity trustees will review the Code of Conduct for Volunteers at **3** year intervals or as appropriate. The **Manager** is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including charity trustees, are expected to facilitate this process.

Signed .....

Name .....

Date .....

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[Appendix 3 – Complaints Policy](#)

## Complaints & Feedback Policy



### Waterford Hospice Movement CLG

Waterford Hospice Movement (WHM) is committed to ensuring communication with the public, donors, fundraisers, and supporters is of the highest possible standard. However, in the event any issues or concern we commit to listening attentively and responding appropriately.

The management of the Complaints process is based on the following principles: -

- ❖ Ensuring it is easy to make a complaint
- ❖ All expressions of dissatisfaction are treated as complaints
- ❖ Complaints are addressed in a timely manner
- ❖ Complaints are treated similarly irrespective of how each is received e.g., via telephone, letter, email or in person
- ❖ The complainant is treated with dignity and respect
- ❖ Listening attentively to what is being said, and what has been experienced by the complainant, and following up with appropriate enquires to clarify the issues if/as required.
- ❖ Provision of an appropriate response, including an explanation and apology for errors or omissions attributable to us
- ❖ Learning from complaints, and using them as an opportunity to review our service and continually improve it

#### How do I make a complaint, raise an issue or concern

Complaints, comments, or concerns should be provided to the Manager giving as much as much information as possible, letting us know how you would like us to respond, and providing relevant contact details

#### Contact Details for the Manager

Patricia Sullivan  
 Manager  
 Waterford Hospice Movement CLG  
 1/BCH/40  
 Southeast Palliative Care Centre,  
 Dunmore Wing  
 University Hospital  
 Waterford X91 ER8E

[info@waterfordhospice.ie](mailto:info@waterfordhospice.ie)

051 -844847

#### What happens next

- ❖ The manager will seek to respond the issue at the time of the issue being raised
- ❖ If this is not possible the Manager will formally acknowledge your complaint within 7 working days –
- ❖ Following internal review, the manager will aim to respond in the timeliest manner possible and it possible within 21 working days

**Note:** Please see Notes 2 & 3 below for information that may impact the timeliness or ability to respond

#### Appeals

In the event you are dissatisfied with the outcome of the review of your complaint or concern or with how the matter was handled by WHM you have the right to raise the matter with the Charities Regulator

- ❖ **Contact Details:** Phone 01-6331550 Email: [Concerns@Charitiesregulator.ie](mailto:Concerns@Charitiesregulator.ie)

**Notes**

**Note 1:** The Charities Regulatory Authority

Charities in Ireland are regulated by **the Charities Regulatory Authority** (the 'Charities Regulator'). The Charities Regulator is a body under the aegis of the Department of Rural and Community Development. <https://www.gov.ie/en/policy-information/67b464-charities-law-in-ireland/>

**Note 2 :** Where, in the course of examining any matter, information comes into the possession of a charity trustee or any other person who has been duly appointed to carry out any of the functions of a charity trustee, that causes the person to form the opinion that there are reasonable grounds for believing that an offence under the Criminal Justice (Theft and Fraud Offences) Act 2001 has been or is being committed, the person must notify the Charities Regulator in writing

**Note 3:** The Manager works parttime i.e., 3 days /week

**Note 4:** This Policy has been developed taking cognisance of the Guidance from the Charities Regulator <https://www.charitiesregulator.ie/media/1083/guidance-for-fundraising-english.pdf>

## Appendix 4 – Donor Charter



### 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

Patricia Sullivan  
Manager

Waterford Hospice Movement CLG  
1/BCH/40  
South East Palliative Care Centre,  
Dunmore Wing  
University Hospital  
Waterford X91 ER8E

[info@waterfordhospice.ie](mailto:info@waterfordhospice.ie)

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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.