

DONOR CHARTER

Since 1989 St. Francis Hospice has provided a service of specialist palliative care to people in North Dublin in advanced stages of cancer, motor neuron disease and HIV/AIDS, as well as support for their families and friends. There are no charges for services provided by St. Francis Hospice. The service is based on a Christian philosophy, which recognises the need to treat each person with dignity, respect and compassion, irrespective of their cultural or religious background.

- Our pledge is to treat all our donors with respect, care, honesty and openness, in accordance with our mission statement.
- We commit to being accountable and transparent in our fundraising activities.
- Our fundraisers and volunteers will observe the highest professional standards at all times.
- We will send a prompt acknowledgement of donations.
- We will inform our donors about the services and developments and the work of St. Francis Hospice that donations help to support.
- We undertake to utilize donations for the purpose for which they were given.
- We will respect the right to privacy of our donors and will comply with the laws relating to fundraising and the use of personal data.
- We will keep administration and fundraising costs to a minimum.
- Donations to St. Francis Hospice will be handled responsibly and to the greatest advantage of the beneficiary.
- Where applicable, tax relief on donations will be claimed.
- We will ensure that funds raised in response to an appeal will be used effectively to meet the critical needs of those they were raised for.
- We will prepare externally audited accounts. These accounts are available from our Finance Office at St. Francis Hospice Raheny, for inspection at any time. We will also prepare an annual report summarising our programme activities and financial results.
- We will seek to maximise the value of public donations by applying for funding from official funding bodies e.g. the Government, the European Union, as appropriate.
- Any queries and complaints will be dealt with courteously and as efficiently as possible.
- We will remove your name from our database on your request.
- Our database will not be shared with any other organisation.
- In our fundraising activities, we will endeavour to adhere to best industry practice.