

## DONOR CHARTER

- As a charity seeking donations from the public, **ADAPT Domestic Abuse Services** aims to comply with the Statement of Guiding Principles for Fundraising.
- Our pledge is to treat all our donors with respect, honesty and openness.
- We are committed to being accountable and transparent so that donors and prospective donors can have full confidence in **ADAPT Domestic Abuse Services**.
- The Board of ADAPT is committed to exercising prudent judgement in its stewardship responsibilities;
- We promise we will use all donations appropriately and for their intended purposes.
- ADAPT is committed to making the following readily available to donors and potential donors:
  - Our mission statement;
  - The identity of our Board members;
  - The organisation's most recent financial statements;
  - The way the organisation intends to use donated funds and other resources;
  - Whether those collecting donations for ADAPT are volunteers, staff or hired third parties;
  - The procedures for making and responding to comments, compliments, complaints, queries and other feedback.
- As a donor or potential donor, you can expect that:
  - You will receive appropriate acknowledgement and recognition of any donations you make;
  - Any information about you and your donation will be handled with respect and confidentiality to the extent provided for by law;
  - Your donations will be used for the purposes for which they were given;
  - You will always be treated professionally and respectfully by individuals representing ADAPT;
  - If you want your name deleted from our mailing list, this will be done promptly;
  - ADAPT will not share any identifiable information about you with third parties without your consent;
  - If you request information about ADAPT or have any comments, compliments or complaints or queries, you will receive prompt, truthful and forthright answers to your queries.

### What to do if you have feedback

We welcome your feedback – comments, compliments or complaints. If you have a comment or query on any aspect of our work, you can write to us or contact us by telephone. When giving feedback, please give as much information as possible. If you want us to respond directly to you, give us your contact details and let us know how you would like us to respond e.g. by phone, email or post.

If you have any comments, compliments, complaints, queries or other feedback, please contact:

**Trish Deegan, Organisational Services Manager,**

**Address: ADAPT Domestic Abuse Services, ADAPT House, Rosbrien, Limerick.**

**Email: [hr@adaptservices.ie](mailto:hr@adaptservices.ie)**

**Telephone: 061-412354**

**Website : [www.adaptservices.ie](http://www.adaptservices.ie)**