
Donor Charter



Approval date: 5 September 2018

Revision date:

As a charity seeking donations from the public we, **Children's Books Ireland (CBI)**, aim to comply with the Guidelines for Charitable Organisations on Fundraising from the Public.

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 CBI.

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 access to the agreed procedures for making and responding to complaints.
- Have the opportunity for any contact details to be deleted from our mailing lists.
- Receive prompt, truthful and forthright answers to questions you might have of the organisation.

If or when a member of the public enquires about the employment standing of a fundraiser they must receive an honest and open answer. The standing in this case relates to whether or not a fundraiser is a volunteer, a paid employee of the charitable organisation or a third-party agent working on behalf of the charity.

This might be phrased as follows:

Volunteer: "I volunteer for X charity"

Employee: "I work for X charity"

Third Party Agent: "I work for ABC company and we have been engaged by X charity to raise funds for them"

What to do if you have feedback

If you do have a complaint about any aspect of our work, you can contact us in writing or by telephone. In the first instance, your complaint will be responded to by the member of staff you have contacted. If you contact CBI via our info@childrensbooksireland.ie email address, you will be contacted by the member of staff responsible for the project to which your complaint is related, or by the Director if your complaint relates to the organisation in general. Please let us know how you would like us to respond, with relevant contact details.

Contact details are:

POST: Children's Books Ireland, First floor, 17 North Great George's Street, Dublin 1, D01 R2F1, Ireland.

Email: info@childrensbooksireland.ie or see www.childrensbooksireland.ie/about-us/our-team/ for email addresses of each team member

The office is generally staffed from 8.00 am to 5.30 pm Monday – Friday.

For more information regarding complaints, see our Complaints Policy on our website.