



**St. Joseph's Foundation**  
**Statement of Guiding Principles**

**Document Control**

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**Document Review History**

Date	Reviewed by	Document Amended Y/N	List Sections Changed	Date Approved	Version



# St Joseph's Foundation

## **St Joseph's Foundation Statement of Compliance with the Guiding Principles for Fundraising.**

St. Joseph's Foundation is fully committed to achieving the standards contained within the *Statement of Guiding Principles* for Fundraising. We commit to doing this by:

- Maintaining good fundraising practice.
- Providing high levels of accountability and transparency to our donors and prospective donors.
- Having a donor charter which is consistent with the *Statement of Guiding Principles*.
- Considering the *Statement of Guiding Principles* when planning fundraising activities.
- Providing clarity and assurance about how we spend the money donated to St. Joseph's Foundation.
- Having Financial details of fundraising included in the Foundation's annual accounts which are available on [www.stjosephsfoundation.ie](http://www.stjosephsfoundation.ie)

The Board of Directors has examined the *Statement of Guiding Principles* for Fundraising and we believe we meet the standards set out.

We welcome your feedback and if you have any queries please do not hesitate to contact our fundraising office.

### **ABOUT THE STATEMENT OF GUIDING PRINCIPLES**

The *Statement of Guiding principles* for Fundraising is a guide to best practice. Further information is available on [www.charitiesinstituteireland.ie](http://www.charitiesinstituteireland.ie)



## ST. JOSEPH'S FOUNDATION - DONOR CHARTER.

- We commit to being accountable and transparent so that donors can have full confidence in the St. Joseph's Foundation.
- We commit to complying with the *Statement of Guiding Principles* for fundraising.
- The identity of Members of the Foundation's Board of Directors is on the Foundation's official headed paper.
- The Board of Directors will exercise best practice at all times.
- The public will have access to the most recent financial accounts. These are available on the Foundation's website.
- We promise that all donations will be used effectively and that funds raised in response to a specific appeal will be used for that purpose. If funds raised exceed the target, we may redeploy the extra funds to another area of St. Joseph's Foundation.
- All donations will be acknowledged within a two week period of being received by the Foundation's fundraising department.
- All queries will be dealt with promptly, truthfully and efficiently.
- The Foundation will when/where necessary clarify if collectors are doing so on a voluntary capacity or otherwise.
- We promise to treat all our donors with respect, honesty and openness.
- We will remove a donors name from any of our databases on request.
- Databases **will not** be shared with any other organisation.
- Individuals representing the Foundation are expected to be honest, courteous and professional at all times.
- Where applicable, tax relief on donations will be claimed
- It is important to us as a Registered Charity that relies on the goodwill and generosity of the public, to instil a sense of openness, honesty and transparency amongst such valuable donors.
- If you have feedback or a complaint regarding the Foundation's fundraising procedures. You may contact the Fundraising department on (063) 21679 or Email [fundraising@stjosephsfoundation.ie](mailto:fundraising@stjosephsfoundation.ie)



## **ST. JOSEPH'S FOUNDATION FUNDRAISING FEEDBACK & COMPLAINTS PROCEDURE.**

### **FEEDBACK PROCEDURE.**

All feedback on the work of our Fundraising Department is very gratefully received. In accordance with the *Statement of Guiding Principles* for Fundraising, St. Joseph's Foundation:

- Welcomes constructive criticism/observations as we feel this enables the Foundation to improve /update its procedures.
- The Fundraising Department has a feedback and complaints procedure consistent with the *Statement of Guiding Principles* for Fundraising. Feedback is recorded for review by relevant staff including the CEO and the Board of Directors. Feedback is responded to promptly and appropriately.
- Preparation of financial accounts is consistent and compliant with all relevant statutory obligations.
- Ensures that all donations are tracked and recorded and comply with data protection requirements.
- Is accessible to the public via telephone, email and website.

### **COMPLAINTS PROCEDURE.**

St. Joseph's Foundation is very grateful for the support and generosity of the general public. We endeavour to maintain our reputation as an honest, respectful and transparent organisation, and we aim to continue to achieve the highest standards in fundraising practice.

- We have a user friendly procedure for making a complaint and giving feedback.
- All Complaints and feedback received are treated seriously.
- We deal with complaints and feedback in an appropriate manner and within a two week time frame. Where this time frame is not possible, the Foundation will, in conjunction with the person making the complaint, agree an acceptable timeframe.
- We respond appropriately and with respect.
- We examine each complaint with a view to learning from it and in so far as possible ensuring there is no reoccurrence.



## **If you have feedback or a complaint.**

If you wish to make a complaint or volunteer feedback about any aspect of the work or conduct of our fundraising volunteers, you can contact St. Joseph's Foundation. (Details below)

Your feedback or complaint will be dealt with by a staff member who will either resolve the issue or forward it to the most appropriate person to respond. Please give us as much information as possible. Let us know how you would like us to respond to you and please provide relevant contact details.

Please contact

Fundraising Department

St. Joseph's Foundation,

Baker's Road,

Charleville,

Co. Cork.

Email. [fundraising@stjosephsfoundation.ie](mailto:fundraising@stjosephsfoundation.ie)

Tel: (063) 21679

## **What happens next?**

If your feedback or complaint is received by telephone or in person, we will endeavour to resolve the issue immediately. If your feedback or complaint is received by email or in writing, we will endeavour to respond within a week, and resolve it within 21 days. If this is not possible, we will explain why and discuss a new deadline with you.

## **If a complaint is not resolved to your satisfaction:-**

If our response to you feedback/complaint is not to your satisfaction, please forward your feedback/complaint to the Chief Executive Officer who will consider your appeal. If your complaint is not still resolved, the C.E.O. will then refer it to the Board of Directors and who will respond within three weeks. If your complaint is not responded to or resolved to your satisfaction, please let us know.

Please refer to [www.charitiesinstituteireland.ie](http://www.charitiesinstituteireland.ie) for further details.



## **PUBLIC COMPLIANCE STATEMENT:**

- St. Joseph's Foundation is committed to complying with the *Statement of Guiding Principles* and has formally discussed and adopted the statement at a meeting of its Board of Directors.
- St. Joseph's Foundation confirms its commitment to the principles set out in the *Statement of Guiding Principles for Fundraising* by a statement to that effect in its annual report.
- St. Joseph's Foundation has a Donor Charter which is consistent with the *Statement of Guiding Principles for Fundraising*.
- St. Joseph's Foundation regularly monitors compliance with the *Statement of Guiding Principles for Fundraising* and compliance reports are received regularly by the Board of Directors.
- St. Joseph's Foundation considers the *Statement of Guiding Principles for Fundraising* when planning all fundraising activities.
- St. Joseph's Foundation provides honest, open and transparent disclosure when fundraising from the public.
- St. Joseph's Foundation has appointed a member of the Board of Directors and or/senior member of staff to be responsible for compliance with the *Statement of Guiding Principles for Fundraising*
- St. Joseph's Foundation ensures that all fundraising staff are provided with information and training on the *Statement of Guiding Principles for Fundraising* and its implementation.
- St. Joseph's Foundation has a feedback ad complaints procedure consistent with the *Statement of Guiding Principles for Fundraising*. Feedback is recorded for review by relevant staff including the CEO and governing body. Feedback is responded to promptly and appropriately.
- St. Joseph's Foundation prepares financial reports consistent with the requirements of the Charities Act 2009 which include a statement concerning the extent to which control of the organisation is independent of its funding sources.
- St. Joseph's Foundation ensures that all donations are tracked and recorded and complies with data protection requirements.
- St. Joseph's Foundation is accessible to the public through a number of readily available contact options.



**St Joseph's Foundation**

**DISCLOSURE STATEMENT**

Donors have the right to be informed of the status and authority of those soliciting donations; for example, donors will be informed if fundraisers are employees of the organisation or third party agents.



# St Joseph's Foundation

## **BOARD RESOLUTION**

The Board of Directors resolves to adopt the Statement of Guiding Principles for Fundraising and confirms that St. Joseph's Foundation is committed to complying with the Statement and will endeavour to:

1. Adhere to the core principles of respect, honesty and openness by:
  - A. Respecting the rights, dignity and privacy of supporters, clients and benefactors.
  - B. Answering reasonable questions about fundraising activity and fundraising costs honestly.
  - C. Making information about our purpose, activities and governance available to the public.
  
2. Demonstrate its commitment to donors by:
  - A. Agreeing and making known a Donor's Charter consistent with the Statement of Guiding Principles for Fundraising containing commitments regarding the causes for which the charity is fundraising, the use of donations, and disclosures regarding the status and authority of those soliciting donations.
  - B. Operating a complaints and feedback procedure.
  
3. Ensure high standards of fundraising practice by:
  - A. Ensuring fundraisers are committed to the highest standards of good practice by providing information and training on the Statement of Guiding Principles for Fundraising.
  - B. Ensuring that fundraising activities are respectful, honest, open and legal and that images and messages are chosen and used in accordance with the Statement of Guiding Principles for Fundraising.
  - C. Having a policy in place regarding the management of volunteer fundraisers.
  
4. Be financially accountable by:
  - A. Publishing an annual report and statement of annual accounts, which includes a statement on compliance with the Statement of Guiding Principles for Fundraising.
  - B. Making sure that there are appropriate internal financial and management controls in place.
  - C. Making sure that all donations are recorded and that records comply with data protection legislation.
  
5. Ensure that the Board and senior management take responsibility for implementing and adhering to the Statement of Guiding Principles for Fundraising by identifying any risks that may arise and ensuring appropriate mechanisms are in place given the size and complexity of the organisation to manage and deal with those risks.

Director/Trustee \_\_\_\_\_

Director/Trustee \_\_\_\_\_

Dated: \_\_\_\_\_