

DUBLIN CENTRAL MISSION

Welcoming. Serving. Supporting.

Dublin Central Mission's Donor Charter

Approved by Executives:	13/09/2021
Approved by the Board:	13/09/2021
Next Review date:	13/09/2024

Dublin Central Mission (DCM) commitments to our Donors follow the fundraising principles of the Charities regulator, they are set out below and are publicly available on our website.

Principles

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 making a donation, that decision will be respected.
- Beneficiaries will not be presented in a disrespectful way in promotional activities and, where possible and appropriate, clients and beneficiaries will have an input into the promotional strategies of the DCM.

Honesty and Integrity

- Fundraising will occur in an honest and truthful manner.
- Fundraisers will act with integrity and not misrepresent DCM, 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 DCM'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

- DCM will take responsibility for its actions and will be capable of explaining, clarifying and justifying those actions.
- DCM's trustees and management will explain and account to donors and the public for DCM's actions.

- DCM 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.
- DCM will clearly identify to donors and the public the cause for which the fundraising is occurring and how donations will and are being used.
- DCM will provide ways whereby those interested can easily contact DCM.
- DCM will have a procedure in place to address complaints.