

DONOR CHARTER

Registered Charity Number (RCN) : 20204551



As a charity seeking donations from the public Banna Rescue aim to comply with the Guidelines for Charitable Organisations on Fundraising from the Public (2017). Banna Rescue pledge to treat all donors with respect, honesty and openness. Banna Rescue commits to being accountable and transparent so that donors and prospective donors can have full confidence in the organisation.

Banna Rescue promise that it will effectively apply your gifts/donations to us for their intended purposes. Banna Rescue commit's that you, our donors and prospective donors will:

- Be informed of the Unit's mission, and of the way Banna Rescue intends to use donated resources.
- Be informed of the identity of those serving on the Unit's Management Committee, and that Management Committee will exercise prudent judgement in its stewardship responsibilities.
- Have access to Banna Rescue's most recent financial statements.
- Be assured your gifts/donations will be used for the purposes for which they were given, also receiving 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 Banna Rescue will be dealt with professionally.
- Be informed whether those seeking donations are volunteers or hired third-party agents.
- Have easily available the agreed procedures for making and responding to complaints.
- Receive prompt, truthful and forthright answers to questions you might have of Banna Rescue.

If or when a member of the public enquires about the 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/member or a third-party agent working on behalf of Banna Rescue.

Complaints & Feedback

If you do have a comment about any aspect of our work, you can contact Banna Rescue in writing, telephone or e-mail. In the first instance, your comment will be dealt with by Banna Rescue's Secretary. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Write to
The Secretary,
Banna Rescue,
The Boathouse,
Banna,
Ardfert,
Co. Kerry.
V92 AXN6

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