



## Sensational Kids CLG - DONOR CHARTER

Dated: 1 December 2016

### **Our Commitment to Best Fundraising Practice**

Sensational Kids is fully committed to achieving and maintaining the standards contained in the *Statement of Guiding Principles for Fundraising*.

We commit to achieving this by:

- Maintaining good fundraising practice.
- Providing high levels of accountability and transparency to the public, our donors and prospective donors.
- Providing clarity and assurances about how we spend money donated to us.

We welcome your feedback on our performance while fundraising. If you have any queries please do not hesitate to get in touch with us.

### **Background to the *Statement of Guiding Principles for Fundraising***

It is important to us as a charity that relies on the goodwill and generosity of the public, to instil a sense of openness, honesty and transparency amongst our donors. It is not enough that we uphold what is expected of us by law, we intend to do our very best to provide the best services and show the utmost respect to our donors.

- To learn more about the *Fundraising Principles*, [click here](#)

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 Sensational Kids. We promise we will effectively apply your gifts to us for their intended purposes.

We commit that you, our donors and prospective donors that you 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.



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- 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 easily available the agreed procedures for making and responding to complaints.
- Have the opportunity for any names to be deleted from mailing lists and to be informed if the organisation intends to share the mailing lists with third parties.
- Receive prompt, truthful and forthright answers to questions you might have about the organisation.

### **Disclosure**

Sensational Kids is open about whether those seeking donations on its behalf are volunteers, employees of the organisation or are third party agents. Anyone fundraising on behalf of Sensational Kids must ensure that prospective donors are aware of their status.

### **Access Requests**

Under Section 4 of the Data Protection Acts 1988 & 2003, any individual has the right to request a copy of any data held about them. An individual is also entitled to know where the information was obtained, how it has been used and if it has been passed on to anyone else. A person can exercise their rights of access information about them in the possession of Sensational Kids by making a request for a copy of all such information. We may ask for evidence of identity and are entitled to charge an administrative fee not in excess of €6.35. Once the access request has been made and the appropriate fee paid, the individual must be provided with the information within 40 days (if possible, we will make it available sooner).

## **SENSATIONAL KIDS COMPLIANTS PROCEDURE**

### **Handling Feedback and Complaints**

Sensational Kids is committed to ensuring that all our communications and dealings with the public and our supporters are of the highest possible standard. We listen and respond to the views expressed to us so that we can continue to improve the services we provide.

Sensational Kids welcomes all feedback, whether positive and negative. Therefore, we aim to ensure that:



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- there is a simple process for making a complaint;
- we regard any clear expression of dissatisfaction with our operations as a complaint which calls for a response;
- we treat all complaints seriously regardless of whether they are written or verbal e.g. by telephone, letter, email or in person;
- we deal with complaints quickly and politely;
- we respond accordingly e.g. with an explanation and/or apology where appropriate and pledge to take corrective action;
- we learn from feedback and input from the public and use this to improve how we do things.

Complaints will be monitored at Board level.

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

If you have a complaint about any aspect of what we do, you can contact either our Chief Executive Officer, Karen Leigh or our Chair, Paula Egan.

In the first instance, your complaint will be dealt with by our CEO or our Chair (or other named office-holder with sufficient seniority to address the complaint).

Please give us as much information as possible about the subject matter and let us know how you would like us to respond to you, providing relevant contact details.

### **Chief Executive Officer / Chair**

Sensational Kids  
Unit H5 Kildare Business Park  
Kildare Town  
Co. Kildare

Phone: 045 520900X

Email: karen@sensationalkids.ie / pegan@financeservices.ie

Our offices are open 6 days a week, Monday to Saturday, from 9.00 am to 5.30 pm.

However, we ask that you let us know if you would like to call in person to ensure the appropriate staff members are available to meet you.

### **What happens next?**

If you make a complaint in person or by phone, we will try to resolve the issue there and then. If you make a complaint by email or other written means we will always acknowledge your complaint within 7 days and do everything we can to resolve it within 21 days. If this is not possible, we will

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explain why and provide a new deadline.

### **What if the complaint is not resolved?**

If you are not happy with our response, you may get in touch again by writing to the Chair of Sensational Kids, Paula Egan asking that the complaint be considered at Board level. The Board will ensure that you will get a response within two weeks.

**This is a public complaints procedure. A separate complaints procedure applies to Sensational Kids' staff or agents.**