

Commitment to Guidelines for Charitable Organisations on Fundraising from the Public' as developed by the Charities Regulator in Fundraising Practice.

St. Francis Hospice is fully committed to achieving the standards delineated Guidelines for Charitable Organisations on Fundraising from the Public' as developed by the Charities Regulator. The guidelines exist to

- Improve fundraising practice.
- Promote high levels of accountability and transparency by organisations fundraising from the public.
- Provide clarity and assurances to donors and prospective donors about the organisations they support.

St. Francis Hospice has considered the Guidelines and believes it meets the standards it sets out.

St. Francis Hospice's report on its fundraising is available in our most recent annual report.

We welcome your feedback on our performance; see "**Feedback & Complaints**" below.

Resolution Regarding the Guidelines

The Board of Directors of St. Francis Hospice resolves to adopt the Guidelines for Charitable Organisations on Fundraising from the Public' as developed by the Charities Regulator. and confirms that St. Francis Hospice is committed to complying with the guidelines and will endeavour to:

Adhere to the core principles of respect, honesty and openness by:

- Respecting the rights, dignity and privacy of supporters, clients and beneficiaries
- Answering reasonable questions about fundraising activity and fundraising costs honestly

- Making information about our purpose, activities and governance available to the public

Demonstrate its commitment to donors by:

- Agreeing and making known a **Donor's Charter**, see below, consistent Guidelines for Charitable Organisations on Fundraising from the Public' as developed by the Charities Regulator and 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
- Operating a complaints and feedback procedure

Ensure high standard of fundraising practice by:

- Ensuring fundraisers are committed to the highest standards of good practice by providing information and training on the Guidelines for Charitable Organisations on Fundraising from the Public' as developed by the Charities Regulator.
- Ensuring that fundraising activities are respectful, honest, open and legal and that images and messages are chosen and used in accordance with the Guidelines for Charitable Organisations on Fundraising from the Public' as developed by the Charities Regulator.
- Having a policy in place regarding the management of volunteer fundraisers

Be financially accountable by:

- Publishing an annual report and statement of annual accounts, which includes a statement Guidelines for Charitable Organisations on Fundraising from the Public' as developed by the Charities Regulator. Making sure that there are appropriate internal financial and management controls in place

Making sure that all donations are recorded and that records comply with data protection legislation

Donor's Charter

The staff and volunteers of St. Francis Hospice provide specialist palliative care to people of North Dublin City and County. Our services are delivered from our hospices in Raheny and Blanchardstown. Based on a Christian philosophy, each person is treated with dignity, respect and compassion irrespective of their cultural or religious background. Our services are at no charge to patients.

Our commitment is to treat all our donors with respect, honesty and openness. We greatly appreciate the very generous support that we receive from the local and business community. We will ensure that we are accountable and transparent in all areas so that all donors have full confidence in the way in which we run our organisation and fundraising practices.

To ensure that we meet our commitment to our donors St. Francis Hospice will

Comply with the 'Guidelines for Charitable Organisations on Fundraising from the Public' as developed by the Charities Regulator.

- Treat all donors with respect and confidentiality
- Respect your right to privacy and will comply with the laws relating to the use of personal data and fundraising best practice
- Ensure that our communication with you is honest and transparent
- Handle your donation responsibly, wisely and for the appeal it was intended
- Remove your details from our database upon your request

All donations will be:

- Handled responsibly and to the greatest benefit of the hospice patient.
- Handled with the highest level of accuracy and transparency and financial records will be kept to ensure accountability and tracking
- Acknowledged promptly. (Please note that this is not possible if we do not have sufficient or correct contact details)
- Applied to that purpose to which they were donated. If that area has since been fully funded or the funds are not required in that area, the donor will be contacted and an alternative funding need will be suggested.
- Subjected to an annual audit by a firm of independent Auditors and our annual reports and audited annual financial statements are available from our head office

We prepare our financial statements in accordance with FRS102 and the Charities SORP (Statement of Recommended Practice).

St. Francis Hospice staff will:

- Treat all donors with respect, honesty and openness
- Be transparent, accurate and honest
- Achieve the highest standards of professionalism at all times
- Seek to minimise costs relating to fundraising activities
- Inform our donors about our services, our mission, developments and the impact their donations achieve.
- Give truthful and forthright answers to questions or queries you might have about fundraising or the organisation.
- Adhere to the 'Guidelines for Charitable Organisations on Fundraising from the Public' as developed by the Charities Regulator
- In compliance with Data Protection legislation ensure all donations are handled with respect and confidentiality and that donors wishes are adhered to.

Feedback & Complaints

The Fundraising Department in St. Francis Hospice aims to comply with the Guidelines for Charitable Organisations on Fundraising from the Public' as developed by the Charities Regulator.

We are committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

We welcome both positive and negative feedback. Therefore we aim to ensure that:

- It is as easy as possible to make complaints.
- We treat as a complaint any clear expression of dissatisfaction with our operations that call for a response.
- We treat a complaint seriously, whether it is made by telephone, letter, fax, email or in person.
- We deal with complaints quickly and politely.

- We respond accordingly – for example, with an explanation or an apology when we have got things wrong, and with information on any action taken.
- We learn from complaints, use them to improve and monitor them for our Board.

If you have a complaint

If you have a complaint about any aspect of our work, you can contact, in writing or by telephone. Please let us know how you would like us to respond, providing relevant contact details. Write to:

Dee Kinnane

Head of Fundraising

St. Francis Hospice

Station Road

Raheny, Dublin 5.

Tel no: 01 -8327535

Email: info@sfh.ie

We are open five days a week, Monday – Friday, 9.00am to 5pm.

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing, we will always acknowledge your complaint within seven days and do everything we can to resolve it within 21 days. If this is not possible, we will 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 Chief Executive at the address above, who will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.