

## DONOR CHARTER

As a charity seeking donations from the public we at COPE Galway, aim to comply with the *Guidelines for Charitable Organisations on Fundraising from the Public*.

Our pledge is to treat all donors with respect, honesty and integrity and to be transparent and accountable in our actions so that donors and prospective donors can have full confidence in COPE Galway. We will accurately describe our activities and ensure that we effectively apply all donations for their intended purpose and to further the mission of COPE Galway.

We commit to you, our donors and prospective donors that:

- 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 and that 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 COPE Galway.
- Fundraising will occur in an honest and truthful manner.
- Fundraisers will act with integrity and not misrepresent COPE Galway, its needs for funds or how those funds will be applied.
- Questions about fundraising activities and fundraising costs will be answered honestly and in a timely manner.
- Information about COPE Galway'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.
- COPE Galway will take responsibility for our actions and be capable of explaining, clarifying and justifying those actions.
- COPE Galway's trustees and management will explain and account to donors and the public for COPE Galway's actions.
- COPE Galway 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.
- COPE Galway will clearly identify to donors and the public the cause for which the fundraising is occurring and how donations will and are being used.
- COPE Galway will provide ways whereby those interested can easily contact COPE Galway.
- COPE Galway will have a procedure in place to address complaints.

### [What to do if you have feedback](#)

If you do have a comment about any aspect of our work, you can contact COPE Galway in writing, by telephone or by email. In the first instance, your comment will be dealt with by our Head of Development.

Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details. Please address any feedback or comments to the Head of Development:

COPE Galway  
Calbro House  
Tuam Road, Galway, H91 XR97

Phone: 091 778 750

Email: [info@copegalway.ie](mailto:info@copegalway.ie)

We are open 5 days a week Monday – Friday from 9.00am to 5.00pm