



World Vision Ireland Donor Charter

We are members of the Charities Institute Ireland and have adopted the Guidelines for Charitable Organisations Fundraising from the Public.

We are registered with the Charities Regulator and have adopted their Codes of Fundraising Practice.

We will:

Treat all donors with respect.

Communicate with honesty.

Respect our supporters' right to privacy and confidentiality.

Not subject supporters to any form of undue pressure.

Use donations as donors intend to deliver the objectives of World Vision Ireland.

Manage donations responsibly.

Comply with all our responsibilities under data protection guidelines, including removing donors from communication lists if so requested.

Our donors

World Vision Ireland is committed to treating all our supporters with respect, honesty and openness.

Donors have the right to an official receipt in prompt acknowledgement of their donation, unless they request otherwise.

We commit to being accountable and transparent so that donors and prospective donors can have full confidence in World Vision Ireland.

World Vision Ireland promises that we will effectively apply gifts to us for their intended purposes.

World Vision Ireland pledges that you, our donors and prospective donors will:

- Be informed of the World Vision Ireland's mission, and of the way the organisation intends to use donated resources.
- Be informed of the identity of those serving on World Vision Ireland's governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.
- Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law.
- Be informed whether those seeking donations are volunteers, employees of the organisation or hired third party agents.
- Expect that all relationships with individuals representing the charity will be dealt with professionally.

Use of donations

Donors have the right to be assured that your gifts will be used for the purposes for which they were given.

In fundraising materials World Vision Ireland will accurately describe and reflect the activities and needs of our overseas partners and their programmes. Our existing policies and practices ensure that any donations received will be used solely to further World Vision Ireland's vision of an end to poverty and helping the most vulnerable children.

Financial standards and accountability

World Vision Ireland will prepare annual accounts that will be subject to an external audit and be made available for inspection by donors.

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.

Fundraisers will act with integrity and not misrepresent the charity, its need for funds or how they will be applied.

Fundraising Campaigns

World Vision Ireland 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 charity.

World Vision Ireland will clearly identify to donors and the public the cause for which the fundraising is occurring and how donations will and are being used.

The charity 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.

Transparency and reporting

World Vision Ireland will publish an Annual Review that will include details of those serving on the World Vision Ireland Board and information on our relationship with Irish Aid.

World Vision Ireland has procedures in place to enable donors to notify us of their wishes, comments and complaints. These procedures ensure that all feedback, in particular complaints in relation to fundraising, is addressed and receives a reply within an agreed time frame.

World Vision Ireland will give prompt, truthful and forthright answers to questions you might have of the organisation.

Donors have the right and opportunity to unsubscribe from communications.

Donors have the right to request their names be deleted from World Vision Ireland mailing list or database at any time.

World Vision Ireland will take responsibility for its actions and will be capable of explaining, clarifying and justifying those actions.

World Vision Ireland's trustees and management will explain and account to donors and the public for the charity's actions.

What to do if you have feedback

If you do have a comment or complaint about any aspect of our work, you can contact World Vision Ireland in writing or by telephone. In the first instance, your comment will be dealt with by our Supporter Engagement Team and escalated to the Director of Fundraising and Communications if needs be. 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:

Supporter Engagement Team
The Mews, Garland House,
Rathmines Park,
Dublin 6
Telephone: 01 498 0800
Website: www.worldvision.ie
Email: ireland@worldvision.ie
Registered Charity No: CHY6434/ 20011796

Ideally, in the first instance you should address your complaint to the organisation as outlined above. You may however at any stage make your complaint to the [Charities Regulator](#) by completing their [complete the concerns form online](#), or contact:

Concerns About Charities

Charities Regulator
3 George's Dock
IFSC
Dublin 1
D01 X5X0

Concerns Phone Line: 01-633 1550