



Galway Rape Crisis Centre Donor Charter

- Donors have the right to be assured that their donation will be used for the purposes for which they were given. The GRCC shall respect the rights of donors to be informed about the causes for which the charity is fundraising; to be informed about how their donation is being used; and to have their names deleted from mailing lists or databases if so requested.
- In raising funds, the GRCC will accurately describe its activities and needs. The GRCC policies and practices will ensure that any donations received will be used solely to further the organisation's mission. The GRCC is dedicated to providing a professional, caring and confidential counselling and support service for those in our community affected by sexual abuse and sexual violence.
- The GRCC acknowledge that donors have the right to be informed of the status and authority of those soliciting donations. We will inform donors if fundraisers are employees, volunteers or third party agents.
- The GRCC record and publish in the Annual Report and the Statement of Annual Accounts, details of individual gifts is freely available at www.galwayrcc.org. While the GRCC is not obliged to accept anonymous donations, where anonymity is requested by a donor this will be respected if the donation is accepted, however the other details of the gift will be recorded and published.
- The GRCC board and management shall ensure that a policy for its activities involving volunteers, including the relationship and communications with volunteers and how

volunteers are managed.

- The GRCC has in place procedures to enable interested parties to notify the organisation of their wishes, comments and complaints. These procedures will include
 1. A system to ensure that all feedback (including especially any complaints) are responded to and addressed within a specified timeframe.
 2. Where the complainant is not satisfied , s/he will have clear information about the next level of the complaints procedure, which will be directed to the Monitoring
 3. All matters of illegality should be addressed immediately to An Garda Síochána.
- The GRCC internal financial control procedures will ensure that all funds are used effectively and will minimise the risk of funds being misused. The GRCC will follow the principles of best practice in financial management and publish an Annual Report and a Statement of Annual Accounts figures which is freely available to the public. The board of the GRCC appoints an external auditor or independent examiner as appropriate to audit/examine the annual accounts.
- The charity's human resource policies will conform fully to relevant national and international labour regulations. These policies will seek to apply best practices in terms of employee and volunteer rights and health and safety at work.

Complaints Procedure

The Galway Rape Crisis Centre welcomes your feedback, positive and negative feedback.

Therefore, we aim to ensure that:

1. It is as easy as possible to give feedback
2. We treat feedback and complaints seriously whether made by telephone, letter, fax, email or in person.
3. We deal with it as effectively and politely as possible.
4. We will respond appropriately to the situation, and with respect to opinion.
5. We aim learn from complaints, use them to improve, and monitor them at management

level

6. Is féidir teangmháil a dhéanamh trí mhéan na Gaeilge más maith leat.

If you do have any feedback, or a complaint about any aspect of our work or the conduct of our staff or volunteers, you can contact The Galway Rape Crisis Centre by email, by post, by telephone or in person. In the first instance, your feedback or complaint will be dealt with by a staff member who will resolve the issue, or forward it to the most appropriate person to respond. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Please contact:

Aoife Ní Laoi Head of Fundraising

The Galway Rape Crisis Centre

“The Lodge”

Forster Court

Gaillimh/Galway

Email: fundraiser@galwayrcc.org

Tel: 0852462959

What happens next?

If you pass on feedback or complain in person or over the phone, we will try to resolve the issue there and then. If you contact us by email or in writing we will endeavour to respond within a period of 7 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 a complaint is not resolved to your satisfaction?

If you are not happy with our response, please do request that your fundraising complaint is forwarded to the Executive Director. Your appeal will be considered at the highest level and will respond within two weeks of this consideration.

Monitoring Group

You may at any stage make your complaint in writing to the independent Monitoring Group when they are established. They will oversee compliance with the Statement of Guiding Principles for Fundraising.

The monitoring Group will be established by the ICTR to oversee compliance with the Guiding Principles for Fundraising. It will be composed of:

- An independent Chair
- Three independent members: Two to be nominated by the Consumer Association of Ireland to represent the public and one with a professional accountancy or legal background.
- Two members from the charity sector: One to be nominated by Fundraising Ireland and one to be selected via an open application process for charities.
- One member from the Government Department with responsibility for Charities

You will receive confirmation of receipt of your complaint within a specified number of days.

The Monitoring Group will consider complaints and will respond in accordance to its own procedures. Please see www.ictr.ie for further details.