# Logo, company name  Description automatically generated**CBM Ireland Donor Charter**

CBM Ireland is committed to treating its supporters with the upmost respect, honesty and openness. We adheres to the Charities Institute of Ireland’s Triple Lock standards of transparent reporting, good fundraising and governance.

CBM Ireland confirms its commitment to the principles set out in the Guidelines for Charitable Organisations on Fundraising from the Public. This includes the provision of a Donor Charter – committing to three key principles set out in the aforementioned guidelines: Respect; Honesty and Integrity; Transparency and Accountability.

## **Respect**

* All fundraising will respect the rights and dignity of our supporters, 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.
* 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.

## **Honesty and Integrity**

* CBM Ireland carries out its fundraising activities in an honest and truthful manner. Fundraisers act with integrity and do not misrepresent the charity, its need for funds or how they will be applied.
* Questions about fundraising activities and fundraising costs are answered honestly and in a timely manner.
* Information about the charity’s charitable purpose and activities is freely available. You can view our Annual Report and Financial Statements here.
* Charitable donations and gifts are used for the purposes for which they were donated.

## **Transparency & Accountability**

* CBM Ireland takes responsibility for its actions and is capable of explaining, clarifying and justifying those actions.
* CBM Ireland’s trustees and management can explain and account to donors and the public for its actions.
* CBM Ireland operates 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.
* CBM Ireland clearly identifies to donors and the public the cause for which the fundraising is occurring and how donations will and are being used.
* CBM Ireland provides ways whereby those interested can easily contact the charity.
* CBM Ireland has a procedure in place to address complaints.