

## Donor Charter

As a charity working hard to seek donations from the public we, Mercy International Association, aim to comply with the Statement of Guiding Principles for Fundraising.

It is of priority to us that we maintain the best standards when receiving donations from our generous supporters.

Our pledge is that we promise to treat all of our donors with respect, honesty and openness.

We commit to being accountable and transparent so that donors and prospective donors can have full confidence in Mercy International Association.

Our promise to our donors is that we will effectively apply your gifts to us for their intended purposes.

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

- Be informed of the Association's mission, and of the way the Association intends to use donated resources.
- Be informed of the identity of those serving on the Association's governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.
- Have access to the Association's most recent financial statements.
- Be assured your gifts will be used for the purposes for which they were given.
- Receive appropriate acknowledgement and recognition.
- Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law.
- Expect that all relationships with individuals representing the charity will be dealt with professionally.
- Be informed whether those seeking donations are volunteers, employees of the Association or hired third party agents.
- Have easily available the agreed procedures for making and responding to complaints.
- Have the opportunity for any names to be deleted from mailing lists and to be informed if the Association.
- Receive prompt, truthful and forthright answers to questions you might have of the Association.

## What to do if you have feedback:

If you do have a comment about any aspect of our work, you can contact Mercy International Association in writing or by telephone. In the first instance, your comment will be dealt with by a staff member.

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: Mary Reynolds, rsm  
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Ireland  
Telephone 00353 1 6618061  
Email: [director@mercyinternational.ie](mailto:director@mercyinternational.ie)