

Donor Charter

Children in Hospital Ireland has developed a Donor Charter, which reflects the requirements of the Charities Act 2009. This Charter is set out below.

Children in Hospital Ireland Donor Charter

- Our pledge is to treat all 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 Children in Hospital Ireland.
- We promise we will effectively apply your donation for us for its intended purposes.
- We commit to ensuring that you, our donors and prospective donors, will:
 - Be informed of the aims and objectives of CIH and of the way in which the organisation intends to use donated resources;
 - Be informed of the identity of those serving on CIH's governing board, and assured that the board will exercise prudent judgement in its stewardship responsibilities;
 - Have access to CIH's most recent financial statements;
 - Be assured your donation will be used for the purposes for which it was given;
 - Receive appropriate acknowledgement and recognition;
 - Be assured that the information about your donation will be handled with respect and treated as confidential to the extent provided by law;
 - Be assured that all individuals representing the organisation will interact with you in a professional manner;
 - Be informed whether those seeking donations are volunteers or employees of Children in Hospital Ireland
 - Have readily accessible procedures to enable you to submit a complaint and be assured that all complaints will receive a timely response.
 - Have the opportunity for your name to be deleted from mailing lists. Children in Hospital's mailing lists are not shared with third parties.
 - Receive prompt, truthful and forthright answers to questions you might have regarding Children in Hospital Ireland

What to do if you have feedback;

If you do have a comment or question concerning any aspect of our work, you can contact Children in Hospital Ireland in writing or by telephone or email. Please give as much information as possible and let us know how you would like us to contact you when responding, providing relevant contact details.

Write to; Children in Hospital Ireland, Suite 113, 4-5 Burton Hall Road, Sandyford, Dublin 18

Telephone; 01-290-3510

Email; info@childreninhospital.ie

Opening hours; Monday to Friday, 9am to 5pm.