



OUR SUPPORTER CHARTER

As a charity seeking donations from the public, Barretstown aims to comply with the Statement of Guiding Principles for Fundraising as published by the ICTR.

Our pledge is to treat all our supporters with respect, honesty and openness. We commit to being accountable and transparent so that supporters and prospective supporters can have full confidence in Barretstown and our employees.

We promise we will effectively apply your gifts to us for their intended purpose, to help to rebuild lives affected by childhood cancer.

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

- ✓ Be informed of our mission, and of the way we intend to use donated resources.
- ✓ Be informed of the identity of those serving on our governing board and that this board will exercise prudent judgment in its stewardship responsibilities.
- ✓ Have access to our most recent financial statements.
- ✓ Receive appropriate acknowledgement and recognition.
- ✓ Be assured that all information about your donation is handled with respect and with confidentiality to the extent provided by law.
- ✓ Be dealt with professionally by all individuals representing Barretstown;
- ✓ Be informed whether those seeking donations are volunteers, Barretstown employees or third party agents
- ✓ Have easily available the agreed procedures for making and responding to complaints.
- ✓ Have the opportunity for your name to be deleted from our mailing list.
- ✓ Be assured that your details will not be shared with third parties.
- ✓ Receive prompt, truthful and forthright answers to any questions you might have relating to fundraising activities and donations.

What to do if you have feedback

If you do have a comment about any aspect of our work, you can contact Barretstown in writing, by telephone or e-mail. In the first instance, your comment will be dealt with by our Chief Executive, Dee Ahearn. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Dee Ahearn
Chief Executive
Barretstown, Barretstown Castle
Ballymore Eustace, Co. Kildare.
Tel: 00 353 (0) 45 8641 15,
Email: dee.ahearn@barretstown.org
(We are open Monday - Friday from 8.30am to 5.30pm.)