

RECOVERY HAVEN KERRY LIMITED.

Donor Charter

Our commitment to you.

As a charity seeking donations from the public we Recovery Haven Kerry aim to comply with the Statement of Guiding Principles of Fundraising.

- 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 Recovery Haven Kerry.
- Your donation will be handled responsibly and to the greatest advantage of our service users.
- Be informed of the identity of those serving on Recovery Haven's governing board and that the board will exercise prudent judgment in its stewardship and responsibilities.
- Be assured that your donation will be used for the core purposes of the organisation
- Have access to Recovery Haven's most recent financial statements.
- Receive prompt acknowledgement and recognition of your donation if we have your contact information.
- Be assured that information about your donation is handled with respect and confidentiality to the extent provided by law.
- Have agreed procedures for making and responding to complaints readily available.
- Have an opportunity for any names to be deleted from mailing lists and be assured that Recovery Haven Kerry will not share our mailing lists with third parties.
- Receive prompt, truthful and forthright answers to questions you might have of Recovery Haven Kerry.
- That Recovery Haven Kerry will keep administration and fundraising costs under constant review to insure they are kept at a minimum.
- Our Fundraisers and Fundraising activities will observe the highest professional standards at all times.
- Your right to privacy will be respected and Recovery Haven Kerry will comply with the laws relating to fundraising and use of personal data.
- Where applicable and with PRSI information needed, tax relief on donations will be claimed.
- Recovery Haven Kerry will seek to maximise the value of public donations by applying for funding and grant aid from funding bodies such as the Government, Philanthropic and Corporate sources.

We acknowledge your support which is very much appreciated.

If there is any aspect of our fundraising activities or donor charter you have concerns about please contact our Manager at 066 7192122 . All correspondence will be addressed and responded to within 5 working days.