
CLOWNS WITHOUT BORDERS IRELAND

Donor Charter

June 2020

Donor Charter

This Donor Charter sets out the commitment that Clowns without Borders Ireland makes to all donors and prospective donors.

As a charity seeking donations from the public, Clowns without Borders Ireland confirms that it complies with The Statement of Guiding Principles for Fundraising.

All funds and donations received will be used by Clowns without Ireland to further the mission of the charity and help fund our charitable activities working with vulnerable groups both in Ireland and abroad.

We promise that donations to Clowns without Borders Ireland will be solely used for this purpose.

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 Clowns without Borders Ireland.

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

- Be informed of the identity of those serving on the organisation's governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.
- Have access to the organisation's most recent financial statements.
- Receive as appropriate receipt or acknowledgement of your donation.
- Be assured that information relating to your donation is handled with respect and with confidentiality.

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- Expect that all relationships with individuals representing the charity will be dealt with professionally at all times.
- Have easily available the agreed procedures for making and responding to complaints.
- Be assured that Clowns without Borders Ireland complies with data protection and GDPR legislation
- Have the opportunity for any names to be deleted from mailing lists and to be assured that we will not share the mailing lists with third parties.
- Receive prompt, truthful and forthright answers to questions you might about us.

What to do if you have feedback or complaints

If you do have a comment about any aspect of our work, you can contact Clowns without Borders Ireland by email at info@cw bireland.com.

If you would like additional information around your donation and its impact, please contact us on info@cw bireland.com

Your comment will be dealt with by our director.

Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

If you have any complaints or feedback, you can also use our CWB Handling Feedback and Complaints policy, which is downloadable on our website (cw bireland.com), and includes a usable template.

A photograph of a handwritten signature in black ink on a light-colored background. The signature reads "Colm O'Grady" followed by "5th April 20".

Colm O'Grady,
Director Clowns Without Borders Ireland.

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