

## Donor Charter

### Disclosure

Coolmine Therapeutic Community is open about whether those seeking donations on their behalf are volunteers, employees of the Coolmine TC or are third party agents.

Anyone fundraising on behalf of Coolmine TC must ensure that prospective donors are aware of their status, i.e. volunteers, employees or third party agents.

As a nonprofit organisation with charitable status with the Revenue Commissioners ( CHY 5902), Coolmine TC aims to comply with the Statement of Guiding Principles for Fundraising when seeking donations from the public.

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 Coolmine TC.

We promise 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 organisation's mission, and of the way the organisation intends to use donated resources.
- Be informed of the identity of those serving on the organisation's governing board, and that the board will exercise prudent judgment in its stewardship responsibilities.
- Have access to the organisation'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 soliciting donations on our behalf are volunteers, employees of the organisation or third party agents.
- Have easily available procedures for making and responding to complaints.
- Receive prompt, truthful and forthright answers to questions you might have of the organisation.

**If you have feedback or comments.** Feel free to contact Fundraising [fundraising@coolminetc.ie](mailto:fundraising@coolminetc.ie) 016404087 or the CEO, Pauline McKeown.

Tel: 01 646 4281    Monday to Friday from 9.00 am to 5.00 pm.    Email: [pauline@coolminetc.ie](mailto:pauline@coolminetc.ie)