

FUNDRAISING COMPLIANCE



Ballet Ireland's Commitment to Fundraising Compliance

Ballet Ireland is fully committed to achieving the standards contained within the *Statement of Guiding Principles for Fundraising* to ensure full accountability and transparency to all our donors. The Statement exists to improve fundraising practice, promote high levels of accountability and transparency by organisations fundraising from the public and provide clarity and assurances to donors and prospective donors about the organisations they support.

Read more about the Fundraising Principles.

The statement exists to:

- Improve fundraising practice
- Promote high levels of accountability and transparency by organisations fundraising from the public
- Provide clarity and assurances to donors and prospective donors about the organisations they support.

Ballet Ireland has considered the Statement and believe we meet the standards it sets out. We welcome your feedback on our fundraising activity. See our Feedback and Complaints Procedure below.

Donor Charter

As a charity seeking donations from the public, Ballet Ireland aims to comply with the Statement of Guiding Principles for 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 Ballet Ireland. We promise 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 judgement 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 seeking donations are volunteers, employees of the organisation or hired third party agents.
- Have easily available, the agreed procedures for making and responding to complaints.
- Have the opportunity for any names to be deleted from mailing lists and to be informed if the organisation intends to share the mailing lists with third parties.
- Receive prompt, truthful and forthright answers to questions you might have of the organisation.

Handling Feedback and Complaints

Ballet Ireland is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

Ballet Ireland welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- It is as easy as possible to make a complaint.
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response.
- We treat it seriously whether it is made by telephone, letter, email or in person.
- We deal with it quickly and politely.
- We respond accordingly – for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc.
- We learn from complaints, use them to improve, and monitor them at Board level.

What to do if you have feedback:

If you have a comment about any aspect of our work, you can contact Ballet Ireland in writing or by telephone. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details.

Write to:

Martin Lindinger
General Manager
Ballet Ireland
Agher
Summerhill
Co Meath

Telephone: +353 46 955 7585 or email: martin@balletireland.ie

We are open Monday to Friday from 9.30am to 5.30pm.

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 working days, and do everything we can to resolve it within 21 working days. If this is not possible, we will explain why and provide a new deadline.

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to Ballet Ireland's Chair. The Chair will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

Public Disclosure Statement

Ballet Ireland is open about whether those seeking donations on their behalf are volunteers, employees of the organisation or are third party agents. Anyone fundraising on behalf of Ballet Ireland must ensure that prospective donor are aware of their status, i.e. volunteers, employees or third party agents.