

## Muscular Dystrophy Ireland Donor Charter

As a charity working hard to seek donations from the public we, Muscular Dystrophy Ireland aim to comply with the [Statement of Guiding Principles for Fundraising](#).

[Link here](http://www.ictr.ie/files/R2.%20Guiding%20Principles%20of%20Fundraising%20-%20Feb%202008.pdf) <http://www.ictr.ie/files/R2.%20Guiding%20Principles%20of%20Fundraising%20-%20Feb%202008.pdf>

- 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 Muscular Dystrophy 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 organisations mission, and of the way the organisation intends to use donated resources.
- Be informed of the identity of those serving on the organisations governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.
- Have access to the organisations most recent financial statements, [click here for the MDI annual report](#). [Link Here](#) <http://www.mdi.ie/uploads/4/6/6/6/4666219/annualreport2011.pdf>
- Be assured your gifts will be used for purposes for which they were given.
- Receive appropriate acknowledgement and recognition within 5 working days.
- 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. Muscular Dystrophy Ireland is a member of Fundraising Ireland. [Fundraising Ireland – code of conduct](#)

[Link here](http://www.fundraisingireland.ie/resources/fundraising-codes-of-practice/) <http://www.fundraisingireland.ie/resources/fundraising-codes-of-practice/>

- Be informed whether those seeking donations are volunteers, employees of the organisation or hired third party agents. **Please read our disclosure statement.**
- **Muscular Dystrophy Ireland Discloser Statement**

Muscular Dystrophy Ireland is open about whether those seeking donations on their behalf are volunteers, employees of Muscular Dystrophy Ireland or are third party agents. Anyone fundraising on behalf of Muscular Dystrophy Ireland must ensure that prospective donors are aware of their status, ie; volunteers, employees or third party agents.

- Have easily available the agreed [procedures \(link back to complaints & feedback procedures\)](#) for making and responding to complaints.
- Receive prompt, truthful and fortnight answers to questions you might have of the organisation.

### **What to do if you have feedback**

If you have a comment about any aspect of our work, you can contact Muscular Dystrophy Ireland in writing or by telephone. In the first instance, your comment will be dealt with by the Fundraising & PR Coordinator. Please give us as much information as possible and let us know you would like us to respond providing relevant contact details.