

COPE Foundation Donor Charter

As a charity seeking donations from the public, all of us at COPE Foundation aim to comply with the Statement of Guiding Principles for Fundraising. Our pledge is to treat you, our donor, with respect, honesty and openness.

We commit that you will:

- Be informed of COPE Foundation's mission, and of the way we intend to use your gifts
- Be informed of the identity of those serving on COPE Foundation governing board, and that the board will exercise prudent judgment in its stewardship responsibilities
- Have access to COPE Foundation'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 COPE Foundation or hired third party agents
- Have easily available the agreed procedures for making and responding to complaints
- Have the opportunity for your name to be deleted from mailing lists
- Never have your name shared with third parties without your express permission
- Receive prompt, truthful and forthright answers to questions you might have of the organization

What to do if you have feedback:

If you do have a comment about any aspect of our work, we'd love to hear from you. You can reach us by post, phone, or email. We'd also be very happy to meet face-to-face if that is preferable.

To ensure we get you a full and satisfactory answer, 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:

John C. Clifford

Head of Fundraising and PR,
COPE Foundation,
Bonnington,
Montenotte,
Cork.

or telephone 021 4554146 Mbl 087-2799603

or email cliffj@cope-foundation.ie