



Helping older people in need

## ALONE Compliance with ICTR Guidelines

### ALONE's Commitment to Best Fundraising Policy

ALONE is fully committed to achieving the standards contained within the Statement of Guiding Principles for Fundraising. We commit to doing this by:-

- Maintaining good fundraising practice.
- Providing high levels of accountability and transparency to our donors and prospective donors from the public.
- Provide clarity and assurances to you about how we spend your money.
- We in ALONE have considered the Statement and we believe we meet the standards it sets out.
- We welcome your feedback on our performance.
- If you have any queries please do not hesitate to get in touch with us.

### Background on the Statement of Guiding Principles for Fundraising

- It is important to us as a national charity who rely on the goodwill and generosity of the public, to instil a sense of openness, honesty and transparency amongst such valuable donors. It is not enough that we uphold what is expected of us by law, we intend to do out very best to provide the best services and how the utmost respect to our donors.
- To learn more about the Fundraising Principles, [please click >>](#)



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## ALONE Donor Charter

As a charity seeking donations from the public, ALONE 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 ALONE. 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



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of the organisation.

## Disclosure

ALONE 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 ALONE must ensure that prospective donors are aware of their status, i.e. volunteers, employees or third party agents.

## Access Requests

Under Section 4 of the Data Protection Acts 1988 & 2003, any individual has the right to request a copy of any data held about them. An individual is also entitled to know where the information was obtained, how it has been used and if it has been passed on to anyone else. A person can exercise their rights of access by writing to ALONE. ALONE may ask for evidence of identity and charge a fee, but this cannot exceed €6.35. Once the access request has been made and the appropriate fee paid, the individual must be provided with the information within 40 days (though ALONE would endeavour to make it available sooner than that).

## ALONE Complaints Procedure

### Handling Feedback and Complaints

ALONE 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.

ALONE 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, fax, email or in person;
- we deal with it quickly and politely;
- we respond accordingly - for example, with an explanation, or an apology where



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we have got things wrong, and information on any action taken;

- we learn from complaints, use them to improve, and monitor them at our Board.

### **If you have feedback or a complaint**

If you do have a complaint about any aspect of our work, you can contact the Chief Executive, Sean Moynihan, in writing or by telephone.

In the first instance, your complaint will be dealt with by our Chief Executive (or other named office-holder with sufficient seniority to address the complaint). Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

#### **Write to:-**

##### **The Chief Executive**

Olympic House,  
Pleasants Street,  
Dublin 8

Phone: 01 679 1032

Email: [fundraising@alone.ie](mailto:fundraising@alone.ie)

We are open 5 days a week, Monday to Friday, from 9.00 am to 5.30 pm, and closed between 1.00 pm and 2.00pm each day. However, we ask that you let us know if you would like to call in person to ensure the appropriate staff members are available to meet you.

#### **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 days, and do everything we can to resolve it within 21 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 ALONE's Chairperson. The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

**This complaints procedure does not apply to ALONE's staff or agents.**