**Business in the Community Ireland –Donor Charter**

**For Donors**

Donors have the right to be assured that their gifts will be used for the purposes for which they were given.

Business in the Community Ireland (BITCI) respects the rights of donors to be informed about the causes for which BITCI is fundraising; to be informed about how their donation is being used; and to have their names deleted from mailing lists or databases if so requested.

**Use of Donations**

In raising funds, BITCI will accurately describe its activities and needs. The organisation’s policies and practices will ensure that any donations received will be used solely to further the organisation’s mission. Where donations are made for a specific purpose, for example towards a specific thematic fund, the donor’s request will be honoured. If BITCI invites the general public to donate to a specific cause, then it will have a plan for handling any shortfall or excess.

**Disclosure**

Donors have the right to be informed of the status and authority of those soliciting donations. BITCI does not use paid third party agents.

**Organisational Independence**

BITCI will record and publish in the Annual Report and the Statement of Annual Accounts details of individual gifts, including gifts-in-kind, where BITCI judges that those gifts may be construed to have the potential to influence the independence of the organisation’s decision making. Where anonymity is requested by a donor this will be respected subject to relevant legislation and law, however the other details of the gift may be recorded and published (such that anonymity is preserved).

**Volunteers**

BITCI’s board and management have a detailed policy for its activities involving volunteers, including the relationship and communications with volunteers and how volunteers are managed.

**Complaints and feedback procedure**

BITCI has put in place procedures to enable interested parties to notify the organisation of their wishes, comments and complaints. In the first instance, please contact Moira Horgan, with any issues (Tel: 01 874 7232) or by email mhorgan@bitc.ie). Where BITCI’s response does not satisfy the complainant, the CEO and, if necessary, the FAIG sub-committee and ultimately, if necessary, the Board will review the complaint. The mailing address is 3rd Floor Phibsborough Tower, Phibsborough Road, Dublin 7, D07 XH2D. The person may also go to the Charities Commissioner if they are not satisfied. All matters of illegality should be addressed immediately to An Garda Siochána.

**Financial Controls**

BITCI seeks to be best in class in governance issues and will follow the principles of best practice in financial management. A sub-committee (FAIG) of the board oversees internal financial control procedures and the Board of BITCI will ensure that all monetary income is used effectively and will minimise the risk of misuse. An Annual Report and a Statement of Annual Accounts figures will be freely available to the public. Audited accounts are prepared in SORP format.

**Human Resources**

BITCI’s human resource policies conform fully to national and international labour regulations. These policies will seek to apply best practices in terms of employee and volunteer rights and health and safety at work. BITCI, with its sister agency The Community Foundation for Ireland has achieved an ‘Excellence through People’ award which covers many of the organisation’s internal governance and HR issues.

**Equality**

BITCI will adhere to any equality legislation and will not tolerate discrimination in any form.

**Appointment of external auditor**

The Foundation’s board shall appoint an external auditor or independent examiner as appropriate to audit/examine the annual accounts.

Additional information about fundraising codes is available on

<https://www.charitiesinstituteireland.ie/the-cii-codes>

*May 2018*