



Fundraising Compliance

The Everyman's Commitment to Standards in Fundraising Practice

The Everyman is fully committed to achieving the standards contained within the [Statement of Guiding Principles for Fundraising](#). To learn more about the standards visit the [ICTR website](#).

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.

The Everyman has considered the Statement and we 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 not-for-profit seeking donations from the public The Everyman aims to comply with the [Statement of Guiding Principles for Fundraising](#).

Our promise is to treat all our supporters with respect, honesty and openness.

We commit to being accountable and transparent so that donors and prospective donors can have full confidence in The Everyman.

We promise to effectively apply your donations to us for their intended purposes.

Our donors and prospective donors will:

- Be informed of The Everyman'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 assured that the board will exercise prudent judgement in its stewardship responsibilities.
- Be assured your donations will be used for the purposes for which they were given.
- Receive appropriate acknowledgement and recognition.
- Be assured that information about all donations is handled with respect and with confidentiality to the extent provided by law.
- Have easily available the agreed procedures for making and responding to complaints.
- Have the opportunity for 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 any questions you might have about The Everyman.

Feedback and Complaints

The Everyman is committed to ensuring that all our communications and dealings with our supporters are of the highest possible standard. We listen and respond to our supporters so that we can continue to improve. We welcome all feedback, both positive and negative.

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, e-mail 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 us 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: Anna Marie Coughlan, Fundraising Manager, by e-mail at annamarie@everymancork.com

We are open 5 days a week from 9 am to 5 pm each day

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 Sean Kelly, Executive Director/CEO, by e-mail at sean@everymancork.com

Disclosure

The Everyman 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 The Everyman must ensure that the prospective donor is aware of their status, i.e. volunteers, employees or third party agents.