

Viatores Christi

Fundraising Principles

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1. Public Compliance Statement

Viatore Christi is committed to complying with the **Statement for Guiding Principles for Fundraising** and has formally discussed and adopted the Statement at a meeting of the governing body.

- Viatore Christi confirms its commitment to the principles set out in the Statement of Guiding Principles for Fundraising by a statement to that effect in its annual report.
- Viatore Christi has a **Donor Charter** which is consistent with the Statement of Guiding Principles for Fundraising.
- Viatore Christi regularly monitors compliance with the Statement of Guiding Principles for Fundraising and compliance reports are received regularly by the governing body.
- Viatore Christi considers the Statement of Guiding Principles for Fundraising when planning all fundraising activity.
- Viatore Christi provides honest, open and transparent disclosure when fundraising from the public.
- Viatore Christi has appointed a member of the **Finance Committee of the Council** to be responsible for compliance with the Statement of Guiding Principles for Fundraising.
- Viatore Christi ensures that fundraising staff are provided with information and training on the Statement of Guiding Principles for Fundraising and its implementation.
- Viatore Christi has a feedback and complaints procedure consistent with the Statement of Guiding Principles for Fundraising. Feedback is recorded for review by relevant staff including the CEO and governing body. Feedback is responded to promptly and appropriately.
- Viatore Christi prepares financial reports consistent with the requirements of the Charities Act 2009 which include a statement concerning the extent to which control of the organisation is independent of its funding sources.
- Viatore Christi ensures that all donations are tracked and recorded and complies with data protection requirements.
- Viatore Christi is accessible to the public through a number of readily available contact options.

2. VC's Donor's Charter

- As a charity seeking donations from the public we Viatores Christi (VC) aim 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 Viatores Christi.
- 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 of the organisation.

What to do if you have feedback

If you do have a comment about any aspect of our work, you can contact Viatores Christi in writing or by telephone. In the first instance, your comment will be dealt with by our CEO.

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:

CEO

Viatores Christi (VC)

8 New Cabra Road

3. A Feedback and Complaints Procedure

Handling Feedback and Complaints

Viatores Christi 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.

Viatores Christi 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 we have got things wrong, and information on any action taken etc;
- We learn from complains, use them to improve, and monitor them at our Council/board

If you have feedback or a complaint – Step One

If you do have a complaint about any aspect of our work, you can contact Shane Halpin CEO in writing or by telephone.

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

Viatores Christi,

8 New Cabra Road,

Phibsboro,

Dublin 7

Tel: 01 8689986 Email: info@viatoreschristi.com

We are open 5 days a week from 9.00 am to 5.30 pm.

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 the Viatores Christi's President. The President will ensure that your appeal is considered at Council/Board level and will respond within two weeks of this consideration by Board members.

Download the full [Statement of Guiding Principles for Fundraising document](#) here.