



## AADI Donor Charter

### Donors

As a charity seeking donations from the public we AADI aim to comply with the Guidelines for Charitable Organisations on Fundraising from the Public.

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 AADI.

We promise we will effectively apply your gifts to us for their intended purposes. We commit that you, our donors and prospective donors will:

- (a) Be informed of the organisation's mission, and of the way the organisation intends to use donated resources.
- (b) 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.
- (c) Have access to the organisation's most recent financial statements.
- (d) Be assured your gifts will be used for the purposes for which they were given and receive appropriate acknowledgement and recognition.
- (e) Have an accurate description of AADI's activities and needs.
- (f) Be assured that AADI's policies and practices will direct any donations received to further AADI's mission.
- (g) Be assured where donations are made for a specific purpose, the donor's request will be honoured.
- (h) Be assured that if AADI invites the general public to donate to a specific cause, then AADI will have a plan for handling any shortfall or excess.
- (i) Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law.
- (j) Expect that all relationships with individuals representing the charity will be dealt with professionally.
- (k) Be informed whether those seeking donations are volunteers, employees of the organisation or hired third party agents.
- (l) Have easily available the agreed procedures for making and responding to complaints.
- (m) Have the opportunity for any personal contact details to be updated or deleted from mailing lists and to be informed if the organisation intends to share personal data with third parties. All handling of personal information is in accordance with GDPR requirements.
- (n) Receive prompt and informative answers to questions you might have of the organisation.



## Volunteers

If or when a member of the public enquires about the employment standing of a fundraiser they must receive an accurate and open answer. The standing in this case relates to whether or not a fundraiser is a volunteer, a paid employee of the charitable organisation or a third-party agent working on behalf of the charity.

A form of words might be:

**Volunteer:** "I volunteer for AADI charity"

**Employee:** "I work for AADI charity"

**Third Party Agent:** "I work for named company and we have been engaged by AADI charity to raise funds for them"

AADI can confirm there is a Volunteer fundraising policy for its activities involving volunteers, including the relationship and communications with volunteers and how volunteers are managed.

## What to do if you have feedback or complaints

If you do have a comment about any aspect of our work, you can contact the CEO of AADI in writing or by telephone. In the first instance, your comment will be dealt with by our CEO. Where feedback specifically involves the AADI CEO, the Board Chairperson can be contacted. 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:

Autism Assistance Dogs Ireland  
Mallow House  
Shortcastle St  
Mallow  
Co Cork  
Email: [info@aadi.ie](mailto:info@aadi.ie)

Tel: 022 43851  
email: [info@aadi.ie](mailto:info@aadi.ie)  
[www.aadi.ie](http://www.aadi.ie)

**Charity No 19293**

We are open 5 days a week from 9.00 am to 5.30 pm, and closed between 1.00 pm and 2.00pm each day.

Where AADI's complaint procedure has been exhausted and the response does not satisfy the complainant, the next level of the complaints procedure is directed to an external agency, such as the Charities Regulator.

Any matter of alleged illegality will be addressed immediately to An Garda Síochána.



### **Financial Controls**

AADI's internal financial control procedures ensure that all funds are used effectively and minimise the risk of funds being misused.

AADI follows the principles of best practice in financial management.

An Annual Report and a Statement of Annual Accounts figures are freely available to the public, are posted on the AADI website, and accessible via the Companies Registration Office.

### **Human Resources**

AADI's human resource policies conform fully to relevant national and international labour regulations. These policies seek to apply best practices in terms of employee and volunteer rights and health and safety at work.

### **Equality**

AADI is committed to making equality central to our being and doing, through promoting and integrating equality and diversity at every level within our organisation and demonstrating this commitment locally and nationally.

AADI adheres to equality legislation and will not tolerate discrimination in any form.

### **Appointment of external auditor**

AADI is controlled and regulated by its Board Members. The Board Members form the general body that has responsibility for the Constitution of the Charity, appointment of the auditors and approval of the annual accounts.