



Donor's Charter – Alcohol Action Ireland

Alcohol Action Ireland aims to comply at all times with the *Charities Regulator Guidelines on Fundraising*.

Our pledge to donors is that we promise to treat all of our donors with respect, honesty and openness.

It is critically important to us that we maintain the best standards when receiving donations from our generous supporters. These principles will enable you as our supporter to maintain a full level of support and appreciation for and from the Alcohol Action Ireland.

If you've any queries or concerns, you can contact us by telephone Monday to Friday, 9am – 5pm, on 01-8780610 or via email anytime: admin@alcoholactionireland.ie

We commit to being accountable and transparent so that our past, present and future donors can have full confidence in Alcohol Action Ireland. We promise we will effectively apply all of your generous gifts for their intended purposes.

We commit to you, our donors and future donors, that you will:

- Be informed of **our mission** and of the way the organisation intends to use donated resources
- Be informed of **the identity** of those serving on the 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 that your gifts will be **used for the purposes** for which they are given
- Receive appropriate **acknowledgement and recognition** within 5 working days
- Be assured that information about your donation is handled **with respect and with confidentiality** to the extent provided by the law
- Expect that all relationships with individuals representing a charity will be **dealt with professionally**
- Be informed whether those seeking donations are **volunteers, employees or third party agents**. And you can read our disclosure statement below
- Have easily available the agreed procedures for making and responding to complaints
- Receive **prompt, truthful and forthright answers** to any questions you may have about Alcohol Action Ireland

Alcohol Action Ireland adheres to the World Health Organisation (WHO) guidance that “the alcohol industry has no role in the formulation of alcohol policies, which must be protected from distortion by commercial or vested interests”, and Health Service Executive (HSE) guidance that “there is an inherent conflict associated with the alcohol industry playing a role in providing public health advice”. We therefore do not work with the alcohol industry or its funded groups and we do not accept donations from the alcohol industry or its funded groups.

We welcome any feedback or suggestions you may have about our organisation. If you have some, please look at our feedback and complaints procedure [here](#).

Our Disclosure Statement:

Alcohol Action Ireland is open about whether those seeking donations on their behalf are volunteers, employees of Alcohol Action Ireland or are third-party agents.

Anyone fundraising on behalf of Alcohol Action Ireland must ensure that prospective donors are aware of their status, i.e. volunteers, employees or third-party agents.