



ISPCA Donor Charter - Our Commitment to you

The ISPCA's vision is of a world where no animal suffers needlessly, a world free from cruelty, neglect and abandonment, a world where all humans respect and live in harmony with members of the animal kingdom.

- As a charity seeking donations from the public we, the ISPCA is signed up to the Guiding Principles for Fundraising
http://www.ispca.ie/images/pages/guiding_princp.pdf .
- And adheres with Charities Institute Ireland Codes of Practice on Fundraising
<https://www.charitiesinstituteireland.ie/the-cii-codes>
- 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 the ISPCA.

We promise we will effectively apply your gifts to us for their intended purpose, to help serve the mission of the ISPCA. We commit that you, our donors and prospective donors will:

- Be informed about ISPCA work and of the way the organisation uses donations.
- Be informed of the identity of those serving on the ISPCA's governing board.
- Be assured 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 donations will be used for the purposes for which they were given.
- Receive appropriate acknowledgement and recognition for donations.
- Be assured that information about your donation is handled with respect and confidentiality in accordance with all data legislation.



- Be assured any engagement with an individual representing the ISPCA will be professional.
- Be informed whether those seeking donations are volunteers, employees 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 our mailing list and will not have your details shared with any 3rd party without your permission.
- 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 the ISPCA in writing or by telephone. In the first instance, your comment will be dealt with by our CEO Dr. Andrew Kelly. 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: Dr. Andrew Kelly, CEO, ISPCA, Derryglogher, National Animal Centre, Keenagh, Co. Longford

Tel: 043 3325035

Email: andrew.kelly@ispca.ie

The office is open Monday to Friday from 9.00 am to 5.00 pm