



Guidelines for Charitable Organisations on Fundraising from the Public Compliance Statement

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

- young Horizons is committed to complying with the Guidelines for Charitable Organisations on Fundraising from the Public and has formally discussed and adopted the Guidelines at a meeting of the governing body.
- young Horizons confirms its commitment to the principles set out in the Guidelines for Charitable Organisations on Fundraising from the Public by a statement to that effect in its annual report.
- young Horizons has a Donor Charter which is consistent with the Guidelines for Charitable Organisations on Fundraising from the Public.
- young Horizons regularly monitors compliance with the Guidelines for Charitable Organisations on Fundraising from the Public and compliance reports are received regularly by the governing body.
- young Horizons considers the Guidelines for Charitable Organisations on Fundraising from the Public when planning all fundraising activity.
- young Horizons has a policy on working with third party fundraisers (if applicable).
- young Horizons provides honest, open, accountable and transparent disclosure when fundraising from the public.
- young Horizons has appointed a member of the governing body and/or a senior member of staff to be responsible for compliance with the Guidelines for Charitable Organisations on Fundraising from the Public.
- young Horizons ensures that fundraising staff are provided with information and training on the Guidelines for Charitable Organisations on Fundraising from the Public and its implementation.
- young Horizons has a feedback and complaints procedure consistent with the Guidelines for Charitable Organisations on Fundraising from



- the Public. Feedback is recorded for review by relevant staff including the CEO and governing body. Feedback is responded to promptly and appropriately.
- young Horizons prepares financial reports consistent with the requirements of the Charities Act 2009 and the Charities Regulator which include a statement concerning the extent to which control of the organisation is independent of its funding sources.
- young Horizons ensures that all donations are tracked and recorded and complies with data protection requirements.
- young Horizons is accessible to the public through a number of readily available contact options.



Young Horizons Donor Charter

As a charity seeking donations from the public we young Horizons 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 young Horizons.

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.

If or when a member of the public enquires about the employment standing of a fundraiser they must receive an honest 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 young Horizons"
- Employee: "I work for young Horizons"
- Third Party Agent: "I work for ABC company and we have been engaged by young Horizons to raise funds for them"

[What to do if you have feedback](#)

If you do have a comment about any aspect of our work, you can contact young Horizons in writing or by telephone. In the first instance, your comment will be dealt with by our Chief Executive. 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:](#)

Steve Kelly

Young Horizons

Carmichael Centre

North Brunswick Street

Dublin 7

Tel: +353 86 806 5973

Email: info@younghorizons.ie



yH Handling Feedback and Complaints

young Horizons 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.

yH 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 complaints, use them to improve, and monitor them at our Board.

What to do if you have feedback

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

In the first instance, your complaint will be dealt with by our Chief Executive, Aoibheann Doyle. 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:

Steve Kelly
Young Horizons
Carmichael Centre
North Brunswick Street
Dublin 7

Tel: +353 86 806 5973

Email: info@younghorizons.ie



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 young Horizons Chairman. The Chairman will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

If you have feedback or a complaint – Step Two

Charities Regulator

Ideally in the first instance you should address your complaint to the organisation as outlined above. You may however at any stage make your complaint to the Charities Regulator who oversee charities compliance with the Guidelines for Charitable Organisations on Fundraising from the Public.

If you wish to contact them regarding a concern, you must complete the [online concerns form](#).