

# Supporters' Charter

## Our Commitment to You

As a charity seeking subscriptions from the public, Gael Linn aims to comply with the Statement of Guiding Principles for Fundraising. We make this commitment to you, our supporters.

### **As a Supporter of Gael Linn you are entitled to**

- An official receipt in prompt acknowledgement of your subscription
- Information about Gael Linn's activities and projects
- Confidentiality – Gael Linn does not share your details with other organisations
- A choice as to whether you wish to receive further correspondence from Gael Linn in the future.

### **You can be assured that Gael Linn will commit to**

- Endeavour to comply with the Statement of Guiding Principles for Fundraising
- Treat all our subscribers with respect, honesty and openness.
- Being accountable and transparent so that subscribers and prospective subscribers can have full confidence in Gael Linn.
- We promise we will effectively apply your subscriptions to us for their intended purposes.

### **Gael Linn also commits that you, our subscribers and prospective subscribers 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 subscriptions will be used for the purposes for which they were given.
- Have easily available the agreed procedures for making and responding to complaints.
- 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 Gael Linn in writing or by telephone. In the first instance, your comment will be dealt with by our Chief Executive Officer. 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:

**The Chief Executive Officer**

**Gael Linn**

**35 Dame Street**

**Dublin 2**

Tel: 01 6753302

Email: [info@gael-linn.ie](mailto:info@gael-linn.ie)

We are open 5 days a week from 9.00 am to 5.00 pm, and closed between 1.00 pm and 2.00pm each day. For further information about Gael Linn please visit our website [www.gael-linn.ie](http://www.gael-linn.ie).

Thank you for your support.