

Policy Name	Fundraising & Complaints Handling Policy
Policy Reference	P-008
Approved by	Board of Directors
Version	1.0
Date of Approval	April 2020
Next Review Date	April 2023

The Organisation

The Irish Emergency Alliance (IEA) is a membership organisation, made up of six Irish registered charities working on international humanitarian emergency relief. Our members are ActionAid, Christian Aid, Plan International, Self Help Africa, Tearfund and World Vision. These members have programmes in a total of 86 different countries across the globe giving the IEA a very significant presence to respond quickly to an emergency. At the time of major humanitarian emergencies, IEA members come together to raise money from the Irish public in a coordinated manner.

The IEA is a joint appeals mechanism where Irish humanitarian organisations agree to consolidate our fundraising efforts, demonstrating to the public that we can work together and reduce our administrative and fundraising costs.

As humanitarian organisations, our overriding mandate is to save lives and alleviate suffering of the most vulnerable and impoverished people on our planet.

The Fundraising Policy is broken out into three sections: Donor Charter, a Public Compliance Statement, and guidelines on how we will handle feedback and complaints.

Donor Charter

As a charity seeking donations from the public we, the Irish Emergency Alliance, aim to comply with the Irish Charities Regulator's Guidelines for Charitable Organisations 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 the Irish Emergency Alliance. 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.
- 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.

Public Compliance Statement

As a charity seeking donations from the public we aim to comply with the Charities Regulator's Guidelines for Charitable Organisation on Fundraising from the Public

- The Irish Emergency Alliance 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.
- The Irish Emergency Alliance 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.
- The Irish Emergency Alliance has a Donor Charter which is consistent with the Guidelines for Charitable Organisations on Fundraising from the Public.
- The Irish Emergency Alliance regularly monitors compliance with the Guidelines for Charitable Organisations on Fundraising from the Public.
- The Irish Emergency Alliance considers the Guidelines for Charitable Organisations on Fundraising from the Public when planning all fundraising activity.
- The Irish Emergency Alliance has a policy on working with third party fundraisers (when applicable).

- The Irish Emergency Alliance provides honest, open, accountable and transparent disclosure when fundraising from the public.
- The Irish Emergency Alliance 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.
- The Irish Emergency Alliance ensures that fundraising staff are provided with information and training on the Guidelines for Charitable Organisations on Fundraising from the Public and its implementation.
- The Irish Emergency Alliance 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 Appeals Director and governing body. Feedback is responded to promptly and appropriately.
- The Irish Emergency Alliance 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.
- The Irish Emergency Alliance ensures that all donations are tracked and recorded and complies with data protection requirements.
- The Irish Emergency Alliance is accessible to the public through a number of readily available contact options.

Handling Complaints and Feedback

The Irish Emergency Alliance 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.

The Irish Emergency Alliance 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 – Step One.

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

In the first instance, your complaint will be dealt with by our Appeals Director. 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:

Irish Emergency Alliance

11 Harrington Street

Dublin 8

D08 EK7D

email: appeal@emergencyalliance.ie

Freephone 1800 939 979

What happens next?

If you complain in person or over the phone, we will try to resolve the issue within 24 hours. 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 Irish Emergency Alliance Chairperson. The Chairperson 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.