

Donor Charter

St James's Hospital Foundation is committed at all times to treating its donors, corporate partners and supporters with the highest level of donor care in relation to respect, openness, integrity and across all our communications.

We have produced this donor charter to assure all of our donors that we follow through this commitment backed by clear and specific actions.

1. Your donation will be used for the purpose intended at St James's Hospital. We direct our funds as per donors' wishes. If your donation is to support research, this can include staff costs, consumables and equipment.
2. The board of St James's Hospital Foundation, working with the CEO and the team, will determine the use of any general funds received for the overall benefit of St James's Hospital, in line with our appeal and hospital priorities.
3. If the foundation receives funds restricted to certain purposes or projects and where we cannot realistically apply the funds within a reasonable timeframe to that purpose or project, we may allocate those funds to another purpose as close as possible to the original intended purpose. We will communicate any changes to donors generally, and, where practical, to the specific donor or donors.
4. The Foundation is committed to keeping our administrative and fundraising costs to a minimum and in seeking best value from all our suppliers.
5. All members of St James's Hospital Foundation board are listed on our website at www.supportstjames.ie and biographies are provided. We can assure you that the board will exercise careful and prudent judgement in executing its responsibilities in the overall strategy for the foundation and in the stewardship of donations.
6. The most recently published financial accounts will be available on our website, or made available by post or email on request into our main office.
7. We will respectfully and professionally engage with our donors, volunteers, supporters and partners and address all queries in a prompt matter. We will offer prompt answers to questions you might have.
8. We have a complaints procedure in place which is available on our website, or by request, can be sent to you by post or email.
9. We will always formally acknowledge your donations by letter, by card or by email. Any donations, whether cash or cheque, that is handed into the Foundation office, will be receipted at the time of donation and subsequently recorded.
10. We will keep our donors informed of the impact of their support and other developments at St James's Hospital Foundation and related developments at St James's Hospital.
11. As a donor, you can be assured that your rights to privacy will be fully protected. Donors can have their details deleted from our donor base if requested. We are fully compliant with the Data Protection Acts.

If you would like to discuss any aspect of this charter or other matters concerning fundraising activity at St James's Hospital Foundation, please contact:
Fiachra O'Riordan, Chief Executive Officer on 01 428 4086.