



Nazareth Care Ireland - Donor Charter

Fundraising is playing a vital role in enabling the Nazareth Care Ireland to build and adapt Nazareth Houses for the future and assist in providing services to all its residents. The founders, the Congregation of the Sisters of Nazareth and Nazareth Care Ireland appreciates very much the generous contributions made from our many supporters.

Nazareth Care Ireland aims to comply with the Guidelines for Charitable Organisations on Fundraising from the public.

Our pledge to our Donors is that:

- We promise to treat all our Donors with respect, honesty and openness.
- Nazareth Care Ireland commits to being open, transparent and accountable so that our Donors can have full confidence in the organisation

Nazareth Care Ireland commits to you, our Donors and prospective Donors to:

- Inform our Donors of our mission and how the organisation will use the donated resources
- Inform our Donors of the identity of those serving on the board of the Irish region of Nazareth Care and that the board will exercise prudent judgement in its stewardship responsibilities
- Acknowledge and receipt all donations
- Have access to the organisation's most recent financial reports
- Be assured Donor gifts will be used for the purpose for which they were given and receive appropriate acknowledgement and recognition
- Be assured that information about your donation is handled with respect and with confidentiality to the extent provided for by law
- Will take due care in relation to the vulnerable circumstances of any donor at any point in time and ensure that person has the capacity to make a decision to donate. If a person lacks the capacity to donate, a donation will not be taken.
- Expect that all relationships with individuals representing Nazareth Care will be dealt with professionally
- Have easily available the agreed procedures for making and responding to complaints
- Receive prompt, truthful and forthright answers to questions donors might have of the organisation
- Be informed whether those seeking donations are volunteers, employees or third party agents
(Anyone fundraising on behalf of Nazareth Care will inform prospective donors of their status, i.e. volunteers, employees or third party agents)
- Welcome positive and negative feedback

What to do if you have feedback

If you do have a comment about any aspect of our work, you can contact Nazareth Care 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:

John O Mahoney,
Chief Executive Officer,
Nazareth House,
Malahide Road,
Dublin 3
D03 KW08
Tel: 01 8338205
Email: john.omahoney@nazarethcare.com