

Donor Charter

The Mater Foundation is committed at all times to treating its donors and supporters with the highest level of care and respect. This donor charter has been produced to assure donors and potential donors of our commitment to honesty, integrity, transparency and accountability in line with our adherence to the Guidelines for Charitable Organisations Fundraising from the Public.

As a donor / supporter of the Mater Foundation you have the right to:

1. Be informed of our organisation's mission and charitable purpose.
2. Expect that all relationships with individuals representing the Mater Foundation will be dealt with professionally.
3. Be informed, whether those seeking donations are volunteers, employees of the Mater Foundation or hired third party agents.
4. Be assured that all fundraising will occur in an honest, truthful and respectful manner.
5. Know the identity of our governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.
6. Be assured that your donation will be handled with respect and confidentiality.
7. Know that your donation will be used for the purpose intended and you will be informed of its impact.
8. Receive appropriate acknowledgment and recognition in a timely fashion.
9. Be assured that all general donations or any surplus from specific appeals will be allocated where most needed to advance patient care.
10. Have available, upon request, the agreed procedures for making and responding to complaints.
11. Know that any questions or complaints will be answered honestly and in a transparent and timely manner.
12. Have access to our most recently published financial accounts on request.
13. Know that we will strive to minimise costs relating to fundraising.
14. Be assured that we adhere to the principles of the donor charter as set out by the Charity Regulator and comply with privacy requirements as set out in GDPR.

As a charity seeking donations from the public, the Mater Foundation complies with the Charities Institute Ireland Triple Lock system which ensures transparent reporting, good fundraising and governance.

If you would like to discuss any aspect of this charter or other matters concerning fundraising activity at the Mater Foundation, please contact Mary Moorhead, Chief Executive, or Tom Hickey, Head of Fundraising & Communications, on (01) 830 3482 or email contact@materfoundation.ie