Sophia
providing homes · supporting people

SOPHIA HOUSING ASSOCATION DONOR CHARTER

As a charity seeking donations from the public we, Sophia Housing Association, aim to comply with the Guidelines for Charitable Organisations on 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 us.

We promise we will effectively apply your gifts to us for their intended purposes. We commit that you, our donors and prospective donors will:

1. Be informed of the organisation's mission, and of the way the organisation intends to use donated resources.

2. 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.

3. Have access to the organisation's most recent financial statements.

4. Be assured your gifts will be used for the purposes for which they were given.

5. Receive appropriate acknowledgement and recognition.

6. Be assured that information about your donation is handled with respect and with confidentiality to the fullest extent provided for by law.

7. Expect that all relationships with individuals representing the charity will be dealt with professionally.

Directors: Michael McCarthy (Chairperson),
Pauline Byrne, Olwyn Enright, Majella Gallagher, Fintan Fanning, Michael Lee
Company Secretary: Michael Lee
Patron: Jean Quinn D.W
Registered Charity Number: 20042363 Charity Number: CHY 13516
Address: 25 Cork Street, Dublin 8. Phone: 01 4738300; Email: info@sophia.ie www.sophia.ie

8. Be informed whether those seeking donations are volunteers, employees of the organisation or hired third party agents.

9. Have easily available the agreed procedures for making and responding to complaints.

10. 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.

11. 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 us in writing or by telephone. In the first instance, your comment will be dealt with by our Head of Finance and Governance. 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:
Head of Finance and Governance
Sophia Housing Association
25 Cork Street
Dublin 8
D08 YD91

Tel: +353 1 4738 300
Email: info@sophia.ie