

DONOR CHARTER

DYSPRAXIA/DCD IRELAND

Setting out what donors, supporters and the public can expect from us when we fundraise, and how to contact us if something goes wrong. Informed by the Charities Regulator's Guidelines for Charitable Organisations on Fundraising from the Public and the sector's 2008 Statement of Guiding Principles for Fundraising.

Status	June 2025
Responsibility for approval of policy	Board of Directors
Responsibility for implementation	Chief Executive Officer
Responsibility for ensuring review	Chief Executive Officer
Review cycle	At least every 2 years, or sooner if regulatory guidance changes

1. Introduction

Dyspraxia/DCD Ireland (trading name of The Dyspraxia Association of Ireland, CHY 13394, Charity Registration No. 20041571, Company No. 484504) relies on the generosity of donors, members, fundraisers and supporters to deliver our services to children, young people and adults with dyspraxia/DCD, and their families, across Ireland.

This Charter sets out the commitments we make to everyone who supports us, whether through a donation, a fundraising event, membership, or a corporate partnership, and explains how to get in touch if you have a question, a concern, or a complaint about how we fundraise. It should be read alongside our Fundraising Policy and our Complaints Policy, and is reviewed by the Board as part of our wider governance framework.

2. Our Commitments to You

Whenever we ask for your support, we commit to the following.

We will be clear about what we are asking for.

We will accurately describe the purpose of any fundraising activity or appeal, and how donations will be used, before you are asked to give.

We will use your donation as intended.

Donations will be used to further Dyspraxia/DCD Ireland's charitable purpose. Where you make a donation for a specific purpose or programme, we will honour that request; where this is not possible, we will contact you to agree how your donation should be used instead.



We will identify ourselves clearly.

Anyone fundraising on our behalf, whether a staff member, volunteer, or contracted third party, will identify themselves, tell you they are representing Dyspraxia/DCD Ireland, and provide our charity name, logo, contact details and Registered Charity Number (20041571) on request.

We will be transparent about our fundraising.

For organised fundraising events and campaigns, we will be able to account for the funds raised, the costs incurred, and how the net proceeds were allocated, and this information is reported in our Annual Report.

We will fundraise respectfully.

We will not use undue pressure, guilt, or repeated solicitation to secure a donation. We will respect your decision if you say no, and we will not exploit any donor's credulity, lack of knowledge, or vulnerable circumstances.

We will take extra care with vulnerable donors.

Our staff, volunteers and fundraisers are asked to exercise particular caution when fundraising from anyone who may be vulnerable, including minors, and where there are reasonable grounds to believe a person lacks capacity to make an informed decision to donate, we will not accept that donation.

We will respect your privacy.

We will handle your personal data in line with GDPR and our Data Protection Policy, we will not share your details with third parties without your consent, and you may ask us at any time to change how we contact you, or to stop contacting you altogether.

We will handle complaints fairly and promptly.

If you are unhappy with any aspect of our fundraising, we will acknowledge your complaint promptly, investigate it fairly, and respond within a specified timeframe, as set out in Section 4 below.

3. Your Rights as a Donor

As a donor or supporter, you have the right to:

- know how your donation will be used, and to receive an accurate description of our work before you give;
- ask how a specific past donation was used, and receive a clear answer;
- remain anonymous, and to have your name removed from any public list of donors;
- decline to give, without pressure, and without it affecting any service you or your family receive from us;
- be informed of how we will use and protect your personal data, and to opt out of further contact at any time;
- ask questions about our organisation, our finances, and our governance, and to receive prompt, honest answers;

- make a complaint about any aspect of our fundraising, and to have it dealt with promptly, fairly, and confidentially.

4. Fundraising Complaints, Questions and Feedback

If you have a question, comment, or complaint about our fundraising, including about how you were asked for a donation, or about a specific fundraiser or event, please contact us:

- **Email:** info@dyspraxia.ie
- **Post:** Carmichael Centre, 4 Brunswick Street North, Dublin 7, D07 RHA8, marked for the attention of the Chief Executive Officer.

We will acknowledge your complaint promptly and aim to respond in full within 20 working days. If we cannot meet this timeframe, we will tell you why, and give you an indication of when you can expect a full response.

If you remain unsatisfied once our internal process has concluded, you may refer your complaint to the Charities Regulator, the statutory body responsible for regulating charitable organisations and fundraising practice in Ireland:

- Charities Regulator, 3 George's Dock, IFSC, Dublin 1, D01 X5X0 | www.charitiesregulator.ie

This complaints route is separate from, and in addition to, the process set out in our Complaints Policy for people using our services, which is governed by the Health Act 2004 and our HSE Service Level Agreement.

5. How We Are Regulated

Dyspraxia/DCD Ireland is a registered charity, regulated by the Charities Regulator (Registration No. 20041571), and a company limited by guarantee (CRO No. 484504). Our fundraising practice is informed by:

- the Charities Regulator's Guidelines for Charitable Organisations on Fundraising from the Public;
- the sector-wide 2008 Statement of Guiding Principles for Fundraising;
- the Charities Governance Code; and
- our own Board-approved Fundraising Policy and Financial Reserves Policy.

Our trustees have overall responsibility for our fundraising activities, and this Charter is reviewed alongside our other governance policies to ensure it continues to reflect current regulatory guidance and good practice.

6. Policy Review

This Charter will be reviewed by the Board at least every two years, or sooner if there are relevant changes to Charities Regulator guidance or to our own fundraising practice. It should be published on our website alongside our Fundraising Policy and Complaints Policy.