



St. Joseph's Foundation
Statement of Guiding Principles

Document Control

Reference Number:	Guide Principles	Date
Developed by:	Fundraising Coordinator	February 2022
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Signed:	<i>Michael Hegarty</i>	
Approved by:	Maurice Riordan, Chair of Board of Directors	August 2026
Signed:	<i>Maurice Riordan</i>	
Date for Review:		August 2026

Document Review History

Date	Reviewed by	Document Amended Y/N	List Sections Changed	Date Approved	Version
28 th July 2025	Susan Nolan	Y	Complaints and Additional Fundraising Compliance Commitments		3



**St. Joseph's Foundation Statement of Compliance
with the Guiding Principles for Fundraising.**

St. Joseph's Foundation is fully committed to achieving the standards contained within the *Statement of Guiding Principles* for Fundraising. We commit to doing this by:

- Maintaining good fundraising practice.
- Providing high levels of accountability and transparency to our donors and prospective donors.
- Having a donor charter which is consistent with the *Statement of Guiding Principles*.
- Considering the *Statement of Guiding Principles* when planning fundraising activities.
- Providing clarity and assurance about how we spend the money donated to St. Joseph's Foundation.
- Having Financial details of fundraising included in the Foundation's annual accounts which are available on www.sjf.ie

The Board of Directors has examined the *Statement of Guiding Principles* for Fundraising and we believe we meet the standards set out.

We welcome your feedback and if you have any queries please do not hesitate to contact our fundraising office.

ABOUT THE STATEMENT OF GUIDING PRINCIPLES

The *Statement of Guiding principles* for Fundraising is a guide to best practice. Further information is available on www.charitiesinstituteireland.ie



ST. JOSEPH'S FOUNDATION - DONOR CHARTER.

- As a charity seeking donations from the public we, St. Joseph's Foundation, Charity number CHY 7416, aim to comply with the Guidelines for Charitable Organisations on Fundraising from the public.
- We commit to being accountable and transparent so that donors can have full confidence in the St. Joseph's Foundation.
- We promise to treat all our donors with respect, honesty and openness.
- We commit to complying with the *Statement of Guiding Principles* for fundraising.
- The identity of Officers of the Foundation's Board of Directors is on the Foundation's official headed paper and available at www.sjf.ie
- The Board of Directors will exercise best practice at all times.
- The public will have access to the most recent financial accounts. These are available on the Foundation's website.
- We promise that all donations will be used effectively and that funds raised in response to a specific appeal will be used for that purpose. If funds raised exceed the target, we may redeploy the extra funds to another area of St. Joseph's Foundation.
- Donations will be acknowledged within a two-week period of being received by the Foundation's fundraising department.
- All queries will be dealt with promptly, truthfully and efficiently.
- We will remove a donors name from any of our databases on request.
- Databases **will not** be shared with any other organisation.
- Individuals representing the Foundation are expected to be honest, courteous and professional at all times.
- Where applicable, tax relief on donations will be claimed using the Revenue's CHY3 or CHY4 enduring certificates.
- It is important to us as a Registered Charity that relies on the goodwill and generosity of the public, to instil a sense of openness, honesty and transparency amongst such valuable donors.
- The Foundation will when/where necessary clarify if collectors are doing so on a voluntary capacity or otherwise.
- If or when a member of the public enquires about the employment standing of a fundraiser, they must receive an honest and open answer. The standing in this case relates to whether or not a fundraiser is a volunteer, a paid employee of the charitable organisation or a third-party agent working on behalf of the charity. An example of this is:
 - Volunteer – "I volunteer for St. Joseph's Foundation" example at Church Gate Collection
 - Employee – "I am employed by St. Joseph's Foundation" example Fundraising Co-Ordinator appealing for donations at an event.



- Third-party agent – “I work for ABC Company and we have been engaged by St. Joseph’s Foundation to raise funds for them”.
- If you have feedback or a complaint regarding the Foundation’s fundraising procedures, you may contact the Fundraising department on
 - (063) 21679
 - Email fundraising@stjosephsfoundation.ie
 - You can also write to us at
 - Fundraising Department, St. Joseph’s Foundation, Bakers Road, Charleville, Co. Cork, P56 KD26.



ST. JOSEPH'S FOUNDATION FUNDRAISING FEEDBACK & COMPLAINTS PROCEDURE.

FEEDBACK PROCEDURE.

We appreciate feedback on the work of our Fundraising Department. In accordance with the *Statement of Guiding Principles* for Fundraising, St. Joseph's Foundation:

- Welcomes constructive criticism/observations as we feel this enables the Foundation to improve/update its procedures.
- The Fundraising Department has a feedback and complaints procedure consistent with the *Statement of Guiding Principles* for Fundraising. Feedback is recorded for review by relevant staff including the CEO and the Board of Directors. We reply to feedback promptly and appropriately.

COMPLAINTS PROCEDURE.

St. Joseph's Foundation is very grateful for the support and generosity of the public. We endeavour to maintain our reputation as an honest, respectful and transparent organisation, and we aim to continue to achieve the highest standards in fundraising practice.

- We have a user friendly procedure for making a complaint and giving feedback.
- All Complaints and feedback received are treated seriously.
- We deal with complaints and feedback in an appropriate manner and within a two-week period. Where this period is not possible, the Foundation will, in conjunction with the person making the complaint, agree an acceptable timeframe.
- We respond appropriately and with respect.
- We examine each complaint with a view to learning from it and in so far as possible ensuring there is no reoccurrence.

If you have feedback or a complaint.



If you wish to make a complaint or volunteer feedback about any aspect of our work, you can contact St. Joseph's Foundation. (Details below)

Your feedback or complaint will be dealt with by a staff member who will either resolve the issue or forward it to the most appropriate person to respond. Please give us as much information as possible. Let us know how you would like us to respond to you and please provide relevant contact details.

Complaints to:

Eamon Counihan,
Complaints Officer
St. Joseph's Foundation,
Bakers Road, Charleville
Co. Cork, P56 KD26
Tel: 063 89252
complaints@sjf.ie

What happens next?

If your feedback or complaint is received by telephone or in person, we will endeavour to resolve the issue immediately. If your feedback or complaint is received by email or in writing, we will endeavour to respond within a week, and resolve it within 21 days. If this is not possible, we will explain why and discuss a new deadline with you.

If a complaint is not resolved to your satisfaction:-

If our response to your feedback/complaint is not to your satisfaction, please forward your feedback/complaint to the Chief Executive Officer who will consider your appeal. If your complaint is not still resolved, the C.E.O. will then refer it to the Board of Directors and who will respond within three weeks. If your complaint is not responded to or resolved to your satisfaction, please let us know.

Please refer to www.charitiesinstituteireland.ie for further details.



PUBLIC COMPLIANCE STATEMENT:

- St. Joseph's Foundation is committed to complying with the *Statement of Guiding Principles* and has formally discussed and adopted the statement at a meeting of its Board of Directors.
- St. Joseph's Foundation confirms its commitment to the principles set out in the *Statement of Guiding Principles for Fundraising* by a statement to that effect in its annual report.
- St. Joseph's Foundation has a Donor Charter which is consistent with the *Statement of Guiding Principles for Fundraising*. This donor also available on our website.
- St. Joseph's Foundation regularly monitors compliance with the *Statement of Guiding Principles for Fundraising* and compliance reports are received regularly by the Board of Directors.
- St. Joseph's Foundation considers the *Statement of Guiding Principles for Fundraising* when planning all fundraising activities.
- St. Joseph's Foundation provides honest, open and transparent disclosure when fundraising from the public.
- St. Joseph's Foundation has appointed a member of the Board of Directors and or/senior member of staff to be responsible for compliance with the *Statement of Guiding Principles for Fundraising*
- St. Joseph's Foundation ensures that all fundraising staff are provided with information and training on the *Statement of Guiding Principles for Fundraising* and its implementation.
- St. Joseph's Foundation has a feedback ad complaints procedure consistent with the *Statement of Guiding Principles for Fundraising*. Feedback is recorded for review by relevant staff including the CEO and governing body. Feedback is responded to promptly and appropriately.
- St. Joseph's Foundation prepares financial reports consistent with the requirements of the Charities Act 2009 which include a statement concerning the extent to which control of the organisation is independent of its funding sources.
- St. Joseph's Foundation ensures that all donations are tracked and recorded and complies with data protection requirements.
- St. Joseph's Foundation is accessible to the public through a number of readily available contact options.



DISCLOSURE STATEMENT

Donors have the right to be informed of the status and authority of those soliciting donations; for example, donors will be informed if fundraisers are employees of the organisation or third party agents.

ADDITIONAL FUNDRAISING COMPLIANCE COMMITMENTS

- **Quarterly Oversight:** The Fundraising Coordinator will meet with the CEO and Chairperson of the Board at least once per quarter to review fundraising activity, financial reports, associated risks, and compliance with the Statement of Guiding Principles.
- **Volunteer and Third-Party Fundraisers:** All individuals or agencies fundraising on behalf of St. Joseph's Foundation will receive clear guidelines and supervision to ensure adherence to our ethical standards, safeguarding practices, and data protection requirements.
- **Ethical Gift Acceptance:** St. Joseph's Foundation reserves the right to decline any donation that is not in line with our mission, values, or legal obligations.
- **Restricted and Surplus Funds:** Where donations are received for a specific purpose, they will be used solely for that purpose. If funds exceed what is required, donors will be informed where practical, and any surplus will be redirected to the area of greatest need within the Foundation.
- **Transparency in Reporting:** In addition to publishing annual financial accounts, St. Joseph's Foundation will provide an annual summary of fundraising activities, including how donations have been allocated.
- **Protection of Vulnerable Donors:** Staff, volunteers, and third-party agents will not knowingly solicit or accept donations from individuals who may be in vulnerable circumstances and will follow best-practice safeguarding guidelines.

BOARD RESOLUTION



The Board of Directors resolves to adopt the Statement of Guiding Principles for Fundraising and confirms that St. Joseph's Foundation is committed to complying with the Statement and will endeavour to:

1. Adhere to the core principles of respect, honesty and openness by:
 - A. Respecting the rights, dignity and privacy of supporters, clients and benefactors.
 - B. Answering reasonable questions about fundraising activity and fundraising costs honestly.
 - C. Making information about our purpose, activities and governance available to the public.
2. Demonstrate its commitment to donors by:
 - A. Agreeing and making known a Donor's Charter consistent with the Statement of Guiding Principles for Fundraising containing commitments regarding the causes for which the charity is fundraising, the use of donations, and disclosures regarding the status and authority of those soliciting donations.
 - B. Operating a complaints and feedback procedure.
3. Ensure high standards of fundraising practice by:
 - A. Ensuring fundraisers are committed to the highest standards of good practice by providing information and training on the Statement of Guiding Principles for Fundraising.
 - B. Ensuring that fundraising activities are respectful, honest, open and legal and that images and messages are chosen and used in accordance with the Statement of Guiding Principles for Fundraising.
 - C. Having a policy in place regarding the management of volunteer fundraisers.
4. Be financially accountable by:
 - A. Publishing an annual report and statement of annual accounts, which includes a statement on compliance with the Statement of Guiding Principles for Fundraising.
 - B. Making sure that there are appropriate internal financial and management controls in place.
 - C. Making sure that all donations are recorded and that records comply with data protection legislation.
5. Ensure that the Board & senior management take responsibility for implementing and adhering to the Statement of Guiding Principles for Fundraising by identifying any risks that may arise and ensuring appropriate mechanisms are in place given the size and complexity of the organisation to manage and deal with those risks.

Director/Trustee		Date	
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