



## **Donor Charter**

We commit to being accountable and transparent so that donors and prospective donors can have full confidence in St James's Hospital Foundation.

We promise we will effectively apply your gifts to us for their intended purposes.

### **We commit that our donors and prospective donors will:**

Be informed of St James's Hospital Foundation's mission, and of the way it intends to use donated resources.

Be informed of the identity of those serving on the organisation's governing board, and that the board will exercise prudent judgement in its responsibilities.

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

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

Receive appropriate acknowledgement and recognition.

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

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

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

Have easy access to the agreed procedures for making and responding to complaints.

Have the opportunity for any names to be deleted from mailing lists and to be informed if the organisation intends to share its mailing lists with third parties.

Receive prompt, truthful and forthright answers to questions about St James's Hospital Foundation and its programmes.

### **Management Fees:**

We will charge a management fee, up to 15%, to effectively manage, govern and distribute your donations.

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