

## Section 7: Contributor Care

### 7.1 The Care Trust Contributor Charter

The Care Trust raises funds for Rehab Group, the Central Remedial Clinic and also for the Mater Misericordiae University Hospital. As a charity seeking contributions from the public The Care Trust is committed to *The Guidelines for Charitable Organisations on Fundraising from the Public* issued by the Charities Regulatory Authority and the Charities Institute Ireland Fundraising Codes of Good Practice (Cii Codes).

Our Pledge is to:

- Treat all Contributors with respect, honesty and openness.
- Be accountable and transparent so that Contributors and prospective Contributors can have full confidence in The Care Trust.
- Apply monies contributed to the purposes for which it is intended.
- Inform all Contributors and prospective Contributors of the mission of The Care Trust and how funds raised will be utilised.
- Inform Contributors of the identity of the members of The Care Trust Board and assure Contributors of the Board's commitment to the highest standards of integrity and prudence in the discharge of its stewardship responsibilities.
- Provide access for Contributors to The Care Trust's most recent financial statements.
- Ensure that all contributions receive appropriate acknowledgement and recognition.
- Ensure that information about Contributors and their contributions is handled with respect and appropriate confidentiality and is retained within the Company.
- Ensure that all persons acting on behalf of The Care Trust will demonstrate the highest standards of professionalism at all times.
- Ensure that Contributors are made aware of the status and legitimacy of persons acting on behalf of The Care Trust.
- Operate an easy access procedure for the receipt and timely response to queries and complaints.