



Statement of Guiding Principles

As a charity working with the public, Daisyhouse aims to comply with the <http://daisyhouse.org/wp-content/uploads/2017/09/R2.-Guiding-Principles-of-Fundraising.pdf> (published by the <https://www.charitiesinstituteireland.ie>).

We pledge to treat all our donors with respect, honesty and openness and commit to being accountable and transparent. We promise to effectively apply your gifts for their intended purpose, to help children affected by serious illness.

Daisyhouse Supporter Charter

Our pledge is to treat all our supporters with respect, honesty and openness. We commit to being accountable and transparent so that supporters and prospective supporters can have full confidence in Daisyhouse and our employees. Please click below to see our Supporter Charter:

Daisyhouse Supporter Charter-

<http://daisyhouse.org/wp-content/uploads/2017/09/Daisyhouse-Donor-Charter.pdf>

Daisyhouse Complaints Procedure

We welcome any positive or negative feedback. If you would like to give your feedback/complaints please click below to learn how.

Daisyhouse Complaints Procedure

Daisyhouse Annual Review

Our supporters are very valuable to us and we appreciate all the support that they give. It is important to us that we are open and transparent with our supporters in acknowledgment of their generosity.

Public Compliance Statement

Daisyhouse Housing Association is committed to complying with the Statement for Guiding Principles for Fundraising and has formally discussed and adopted the Statement at a meeting of the governing body.

Daisyhouse Housing Association 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.

Daisyhouse Housing Association has a Donor Charter which is consistent with the Statement of Guiding Principles for Fundraising

Daisyhouse Housing Association regularly monitors compliance with the Statement of Guiding Principles for Fundraising and compliance reports are received regularly by the governing body.

Daisyhouse Housing Association considers the Statement of Guiding Principles for Fundraising when planning all fundraising activity.

Daisyhouse Housing Association has a policy on working with third party fundraisers.

Daisyhouse Housing Association provides honest, open and transparent disclosure when fundraising from the public.

Daisyhouse Housing Association has appointed a member of the governing body and/or a senior member of staff to be responsible for compliance with the Statement of Guiding Principles for Fundraising

Daisyhouse Housing Association ensures that fundraising staff are provided with information and training on the Statement of Guiding Principles for Fundraising and its implementation.

Daisyhouse Housing Association 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 governing body. Feedback is responded to promptly and appropriately.

Daisyhouse Housing Association 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.

Daisyhouse Housing Association ensures that all donations are tracked and recorded and complies with data protection requirements.

Daisyhouse Housing Association is accessible to the public through a number of readily available contact options.

Donor Charter

As a charity seeking donations from the public we Daisyhouse Housing Association aim to comply with the Statement of Guiding Principles for Fundraising.

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 Daisyhouse Housing Association.

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

We commit that you, our donors and prospective donors will:

- Be informed of the organisation's mission, and of the way the organisation 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 stewardship responsibilities.
- Have access to the organisation's most recent financial statements.

- Be assured your gifts 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 and with confidentiality 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 easily available 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 the mailing lists with third parties.
- 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 Daisyhouse Housing Association in writing or by telephone. In the first instance, your comment will be dealt with by our Chief Executive.

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:

Ena Norris

Daisyhouse Housing Association

6 Emor Street

Portobello

Dublin 8

Phone: 01 453 6763

E-mail: ceo@daisyhouse.org

We are open 5 days a week Monday to Friday 9am – 5pm

Handling Feedback and Complaints

Daisyhouse Housing Association is committed to ensuring that all our communications and dealings with the general public and our supporters are

of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve. Daisyhouse Housing Association welcomes both positive and negative feedback. Therefore we aim to ensure that:

- it is as easy as possible to make a complaint;
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- we treat it seriously whether it is made by telephone, letter, fax, email or in person;
- we deal with it quickly and politely;
- we respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc...
- we learn from complaints, use them to improve, and monitor them at our Board.

If you have feedback or a complaint – Step One

If you do have a complaint about any aspect of our work, you can contact Daisyhouse Housing Association in writing or by telephone.

In the first instance, your complaint will be dealt with by our Chief Executive (or other named office holder with sufficient seniority to address the complaint). Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

Write to:

Ena Norris

Daisyhouse Housing Association

6 Emor Street

Portobello

Dublin 8

Telephone: 01 4536763

Email: ceo@daisyhouse.org

We are open 5 days a week Monday to Friday 9am – 5pm

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and provide a new deadline.

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the Daisyhouse housing Association's Chairperson.

The Chairperson will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members

If you have feedback or a complaint – Step Two

Board of Directors

Ideally in the first instance you should address your complaint to the organisation as outlined above.

You may however at any stage make your complaint in writing to the Board of Directors who oversee charities compliance with the Statement of Guiding Principles for Fundraising.

Write to:

Alan Tracey (Chair)

Board of Directors

Daisyhouse Housing Association

6 Emor Street

Portobello

Dublin 8

Telephone: 01 4536763

E-mail: atracey@knowledge.ie

Website: www.daisyhouse.org

What happens next?

You will receive confirmation of receipt of your complaint within 10 working days. The Board of Directors will consider complaints and will respond according to its own procedures.

Feedback and complaints regarding services or other areas

If your complaint is not regarding fundraising practices please call 01 4526763