



Registered Office: 30/31 Lower Camden Street, Dublin 2

Tel: +353 1 4756989 Fax: +353 1 4756011

Email: info@ageaction.ie Website: www.ageaction.ie

 Facebook: www.facebook.com/AgeActionIreland  Twitter: www.twitter.com/AgeAction

Compliance Checklist

- We at Age Action commit to comply with the Statement of *Guiding Principles for Fundraising* and was agreed and minuted at Board of Directors meeting on 26 February 2014.
- We have a public statement to that effect (on the web, in public areas of our buildings, in appropriate materials, in appropriate communications etc)
- We have a Donor Charter. The Donor Charter is highlighted and communicated via our website and in relevant publications
- We will report on compliance to the *Statement* from 26 February 2014 and reported at the AGM on 23 June 2013
- We will integrate with regular financial reporting and the Annual Report
- Compliance is considered as part of Fundraising Planning and Budget preparation
- A policy for evaluating/deciding on allocation of funds is in place
- We have a plan for any shortfall/excess in income
- We ensure that our third party fundraisers comply with the Statement
- We have a policy on working with third party fundraisers
- We fulfil the requirements for Disclosure
- We have appointed a lead person to manage and monitor the Statement
- Relevant staff and volunteers have received information:

Patron: Michael D. Higgins, President Of Ireland

Directors: Roger Coughlan, Rosemary Hanna, David Healy, David Henshaw, Joan McDermott, Owen O'Sullivan, Margaret Pilkington, Miriam Simon

Registered in Ireland No. 198571. Charity No. CHY 10583

Regional Offices

Age Action Cork, Age Action North Dublin, Age Action North East, Age Action West



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- On the *Statement*, on the current legal requirements in relation to Garda permits, on Data Protection regulation and on the Advertising Standards Authority regulation, on the Code of Conduct on Images and Messages and on IFFDR Code of Practice
- Staff induction includes the *Statement*
- We have a Volunteer Policy
- We carry out Volunteer induction
- We have systems and reporting mechanisms in place to regularly update the Board of Directors on our activities and financial position
- We have systems in place to regularly update the Finance Committee
- We have an accessible Feedback and Complaints procedure
- We will report to the Board of Directors any requirements to update, amend or clarify the *Statement*, or any lessons learned about the need to devise further Codes.
- We have procedures in place for protecting and reporting on our organisational Independence
- Our financial statements and our Annual Report have been prepared in accordance with the Charities Act 2009 and the Regulations made by the Minister
- We meet the Audit or Examination requirement
- We have systems in place to ensure that all donations are tracked and recorded
- We adhere to current Data Protection regulation
- We apply high standards in electronic security
- We have a variety of easily accessible contact options available to the public, including, as appropriate:
 - A low cost telephone number
 - An email address

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A postal address

An office open to the public, the opening times of which are made known on our website and office buildings

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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”.

- Age Action is open about whether those seeking donations on their behalf are volunteers, employees of the organisation or are third party agents.
- Anyone fundraising on behalf of Age Action must ensure that prospective donors are aware of their status, i.e. volunteers, employees or third party agents.

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Donor Charter

- As a charity seeking donations from the public we at Age Action 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 Age Action
- 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.

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- 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 Lorraine Fitzsimons, Deputy Chief Executive in writing or by telephone. In the first instance, your comment will be dealt with by Lorraine and if necessary members of other teams

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:

Lorraine Fitzsimons
The Deputy Chief Executive
30/31 Lower Camden Street
Dublin 2

Tel: 01 4756989

Fax: 01 4756011

Email: lorraine.fitzsimons@ageaction.ie

Web: www.ageaction.ie

We are open 5 days a week from 9.00 am to 5.00 pm, and closed between 1.00 pm and 2.00 pm

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Feedback and Complaints Procedure

Age Action 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.

Age Action 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 Lorraine Fitzsimons in writing or by telephone.

In the first instance, your complaint will be dealt with by our Deputy Chief Executive, Lorraine Fitzsimons

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.

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The Deputy Chief Executive
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We are open 5 days a week from 9.00 am to 5.30 pm, and closed between 1.00 pm and 2.00 pm each day.

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 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 Senior Management Team

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 Senior Management Team who oversee charities compliance with the Statement of Guiding Principles for Fundraising.

Write to:

The Chairperson,

Age Action

30/31 Lower Camden Street, Dublin 2

Tel: 01 4756989

Email: ceo@ageaction.ie

Web: www.ageaction.ie

What happens next?

You will receive confirmation of receipt of your complaint within 14 days. The Finance and Audit Committee will consider complaints and will respond according to its own procedures

This complaints procedure does not apply to Age Action's staff or agents.

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Public Compliance Statement

Age Action 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 Board of Directors

Age Action 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.

Age Action has a Donor Charter which is consistent with the *Statement of Guiding Principles for Fundraising*.

Age Action regularly monitors compliance with the *Statement of Guiding Principles for Fundraising* and compliance reports are received regularly by the Board of Directors

Age Action considers the *Statement of Guiding Principles for Fundraising* when planning all fundraising activity.

Age Action provides honest, open and transparent disclosure when fundraising from the public.

Age Action 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*.

Age Action ensures that fundraising staff are provided with information and training on the *Statement of Guiding Principles for Fundraising* and its implementation.

Age Action 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 Board of Directors. Feedback is responded to promptly and appropriately.

Age Action 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.

Age Action ensures that all donations are tracked and recorded and complies with data protection requirements.

Age Action is accessible to the public through a number of readily available contact options

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Public Statement

Age Action is fully committed to achieving the standards contained within the *Statement of Guiding Principles for Fundraising*.

The *Statement* exists to:

- Improve fundraising practice
- Promote high levels of accountability and transparency by organisations fundraising from the public
- Provide clarity and assurances to donors and prospective donors about the organisations they support.
- We at Age Action have considered the Statement and believe we meet the standards it sets out. ([link](#))
- Age Action's report on our fundraising activities is available in our most recent Annual Report which can be found here ([link](#))
- We welcome your feedback on our performance via any of the contact points provided (see below).
- See our Feedback and Complaints Procedure here ([link](#)).

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