



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

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

**Email: [info@ageaction.ie](mailto:info@ageaction.ie) Website: [www.ageaction.ie](http://www.ageaction.ie)**

** Facebook: [www.facebook.com/AgeActionIreland](http://www.facebook.com/AgeActionIreland)  Twitter: [www.twitter.com/AgeAction](http://www.twitter.com/AgeAction)**

## **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.

**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



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

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

**Email: [info@ageaction.ie](mailto:info@ageaction.ie) Website: [www.ageaction.ie](http://www.ageaction.ie)**

** Facebook: [www.facebook.com/AgeActionIreland](http://www.facebook.com/AgeActionIreland)  Twitter: [www.twitter.com/AgeAction](http://www.twitter.com/AgeAction)**

- 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](mailto:lorraine.fitzsimons@ageaction.ie)

Web: [www.ageaction.ie](http://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

**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