



Donor Charter

As a charity occasionally seeking donations from the public, Parentline aims to comply with the Guidelines for Charitable Organisations on Fundraising from the Public

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 Parentline.

We commit that our donors, and prospective donors will:

- Be informed of Parentline's mission, and of the way Parentline intends to use donated resources.
- Be informed of the identity of those serving on the Parentline Board, and that the Board will exercise prudent judgement in its stewardship responsibilities.
- Have access to Parentline's most recent financial statements.
- Be assured your gifts will be used in line with the Parentline Mission.
- Be assured that information about your donation is handled confidentially 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 Parentline or hired third party agents.
- Have easily available The Complaints and Feedback Policy.
- 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 Parentline 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.

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