

A Little Lifetime Foundation

Formerly ISANDS - founded 1983



Donor Charter (ICTR Resources)

As a charity seeking donations from the public we A Little Lifetime Foundation 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 A Little Lifetime Foundation.

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 A Little Lifetime Foundation in writing or by telephone. In the first instance, your comment will be dealt with by our Board.

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:

The National Chairperson
A Little Lifetime Foundation
18 Orion Business Campus,
Ballycoolin,
Dublin, D15 HD91

Tel: 01 8829030

Email: info@alittlelifetime.ie

Our office is attended Monday, Tuesday and Thursday of each week from 9.30 am to 12.30 pm.

As a charity seeking donations from the public, A Little Lifetime Foundation aims to comply with the Statement of Guiding Principles for Fundraising as published by the ICTR.

A Little Lifetime Foundation 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 A Little Lifetime Foundation must ensure that prospective donors are aware of their status, i.e. volunteers, employees or third party agents.

We are 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.

We welcome both positive and negative feedback. Therefore we aim to ensure that:

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

If you have Feedback-

We welcome feedback on all aspects of our care. A Little Lifetime Foundation strives to provide the best services in a ‘home away from home environment’ for children and families. We have comment cards at various locations throughout the site and families and staff are encouraged to complete and leave them in the suggestions boxes provided.

If you have a complaint-

If you do have a complaint about any aspect of our work, you can contact our National Chairperson, in writing or by providing as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

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 seven 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 and you appeal, we can ensure that your appeal is considered at Board level and we will respond within two weeks of this consideration by Board members.

If you are unhappy with the outcome, you should put your complaint in writing to the Monitoring Group who oversee charities compliance with the Statement of Guiding Principles for Fundraising.

ICTR, 85 Merrion Square South, Dublin 2. T: + 353 (0) 1 6769908 E: ictr@ictr.ie

Statement of Guiding Principles for Fundraising available to view or download at this link-

<http://www.ictr.ie/content/list-resources-support-implementation-statement-guiding-principles-fundraising>

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Public Statement

Commitment to Standards in Fundraising Practice

A Little Lifetime Foundation 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 A Little Lifetime Foundation have considered the Statement and believe we meet the standards it sets out. Where we have not complied with the Statement we have provided an explanation here ([link](#))

A Little Lifetime Foundation report on our fundraising activities is published twice yearly in our Moments magazine and 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](#)).

Write to:

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Useful Links

Department of Justice and Equality, Charities Regulation

CRA - Charities Regulatory Authority

Charities Act 2009

Street and House to House Collections Act 1962

Gaming and Lotteries Act 1956

Data Protection Act 1988 and Data Protection (Amendment) Act 2003

Irish Fundraising Forum for Direct Recruitment

Dóchas' Code of Conduct on Images and Messages

Dóchas' Irish Development NGOs Code of Corporate Governance

Institute of Fundraising (UK) Codes of Conduct

Fundraising Ireland

Irish Charity Shops Association Code of Practice

Association of Charity Lotteries in Ireland (ACLI) Code of Practice



Public Compliance Statement

A Little Lifetime Foundation 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.

A Little Lifetime Foundation 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.

A Little Lifetime Foundation has a Donor Charter which is consistent with the Statement of Guiding Principles for Fundraising.

A Little Lifetime Foundation regularly monitors compliance with the Statement of Guiding Principles for Fundraising and compliance reports are received regularly by the governing body.

A Little Lifetime Foundation considers the Statement of Guiding Principles for Fundraising when planning all fundraising activity.

A Little Lifetime Foundation provides honest, open and transparent disclosure when fundraising from the public.

A Little Lifetime Foundation has appointed a member of the governing body of to be responsible for compliance with the Statement of Guiding Principles for Fundraising.

A Little Lifetime Foundation ensures that fundraising staff/volunteers are provided with information and training on the Statement of Guiding Principles for Fundraising and its implementation.

A Little Lifetime Foundation 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 National Chairperson and governing body. Feedback is responded to promptly and appropriately.

A Little Lifetime Foundation 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.

A Little Lifetime Foundation ensures that all donations are tracked and recorded and complies with data protection requirements.

A Little Lifetime Foundation will make sure that The Public Compliance Statement is placed on your website and/or used in other public communications as appropriate.

A Little Lifetime Foundation is accessible to the public through a number of readily available contact options.

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