



The following outlines the donor charter for St Francis dispensary with a view to delivery of our Trust Deed objectives.

Trust Deed Objectives –

- a) To establish and maintain dispensaries for animals and the provision of veterinary advices and treatment of all kinds of sick and injured animals belonging to members of the public who are unable to meet the cost of private veterinary treatment.
- b) To organise lectures and meetings for the education of the public in the care of sick, injured, and healthy animals.
- c) To publish leaflets, pamphlets, and other suitable information for promoting the work of the Society, and
- d) To co-operate and or affiliate with other bodies or individuals having similar objectives.

Our donor policy -

- 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 St Francis. We promise we will effectively apply your gifts to us for their intended purpose, to help serve the objectives of St Francis. We commit that you, our donors and prospective donors will:

- Be informed about the work of St Francis and of the way we use donations.
- Be informed of the identity of those serving on the St Francis Committee.
- Be assured that the Committee and Trustees will exercise prudent judgement in its stewardship responsibilities.
- Be assured that your donations will be used for the purposes for which they were given.
- Receive appropriate acknowledgement and recognition for donations.
- Be assured that information about your donation is handled with respect and confidentiality in accordance with all data legislation.
- Be assured any engagement with an individual representing St Francis will be professional.
- Be informed whether those seeking donations are volunteers, employees 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 our mailing list and will not have your details shared with any 3rd party without your permission unless otherwise expressly advised at signup point.
- 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 St Francis in writing or by telephone. In the first instance, your comment will be dealt with by our Practice Manager, Pauline Behan. 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: Pauline Behan, St Francis Dispensary, 101 Tyrconnell Road, Inchicore, Dublin 8 Tel: (01) 4731947 Email: Stfrancis@windowslive.com