



FLAC Donor Charter

As an independent human rights organisation that seeks and receives donations from the public, the Free Legal Advice Centres Ltd (FLAC) aims 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 you as a donor can have full confidence in FLAC. We promise to effectively apply your gifts to FLAC for their intended purposes.

We commit to you, our donors and prospective donors, that we will:

- Keep you informed of FLAC's mission and the way in which we intend to use donated resources.
- Identify those serving as members of FLAC's National Council, and ensure that the Council exercises prudent judgment in its stewardship responsibilities of the organisation.
- Provide you with access to our most recent financial statements.
- Use donations for the purposes for which they were given.
- Appropriately acknowledge and recognise donations.
- Handle donations with respect and with confidentiality to the extent provided by law.
- Ensure that all individuals representing FLAC act professionally at all times.
- Let you know whether those seeking donations on FLAC's behalf are volunteers or paid employees.
- Provide easy access to agreed procedures for making and responding to feedback and comments.
- Comply with data protection legislation, including deleting your name from our mailing list if you request it.
- Not share your contact details or other personal information with a third party.
- Provide you with prompt, truthful and forthright answers to questions you might have of FLAC.

How to reach us

If you have a comment, query or feedback about FLAC's work or about donating to FLAC that you would like to share with us, you can contact FLAC in writing, by phone or by email. Please note FLAC does not operate a drop-in service at its office.

The best way to contact us is in writing, by email or by phone:

Catherine Hickey, Director of Funding & Development, FLAC, 13 Lower Dorset Street, Dublin 1

Tel: 01 887 3600 or email: [catherine.hickey \(at\) flac.ie](mailto:catherine.hickey@flac.ie)