



crann

Solutions for families with
neuro-physical disabilities

DONOR CHARTER

The Guidelines for Charitable Organisations on Fundraising from the Public sets out the Commitment to Donors. This includes the commitment that the Crann Centre will inform donors and prospective donors that it complies with the Statement.

Donor Charter

As a charity seeking donations from the public we aim 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 Crann.
- We promise we will effectively apply your gifts to us for their intended purposes.
- We commit those donors and prospective donors will:
 - Be informed of our mission, and of the way the way we intend to use donated resources.
 - Be informed of the identity of those serving on our governing board and that the board will exercise prudent judgement in its governing responsibilities at all times.
 - 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 any questions you might have of the organisation.
- Read more about our compliance with the Guidelines for Charitable Organisations on Fundraising by clicking on the button below.

Crann Centre, Classis Road, Ovens, Ballincollig, Co Cork P31 TX39 T: 021 428 9267 |W: www.cranncentre.ie.
CRANN CENTRE LTD. is a company limited by guarantee and not having a share capital. CRO No. 630347.
Registered office: Classis Road, Ovens, Ballincollig, Co. Cork, P31 TX39. Registered Charity No. CHY 22096.
RCN: 20151928.

VERSION	01
VALID	13 th June 2022
REVIEW DATE	13 th June 2023



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What to do if you have feedback

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

Complaints can be forwarded to;

Padraig Mallon, Chief Executive, Crann Centre, Classis Road, Ovens, Ballincollig, Co Cork P31 TX3, or tel 0858701624 pmallon@cranncentre.ie

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