



## Our commitment to the Guidelines for Charitable Organisations on Fundraising from the Public

### **Our fundraising standards and your rights as a donor**

Music Network is fully committed to achieving the standards set out in the [Guidelines for Charitable Organisations on Fundraising from the Public](#) as developed by the Charities Regulator.

The guidelines exist 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 have considered the Guidelines and believe that we meet the standards they set out.

Reporting on our fundraising is available in [our most recent annual report, available on our website.](#)

Read our Donor Charter, Feedback and Complaints Procedure and details of how we comply with the Guidelines below.



## 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 commitment is to treat all our donors with respect, honesty and integrity.

We will ensure that we are accountable and transparent in all areas so that all donors have full confidence in the way in which we run our organisation and fundraising practices.

We promise that we will effectively apply your gifts to us for their intended purposes.

### **Our commitments to you:**

#### Respect

- All fundraising will respect the rights and dignity of donors, beneficiaries and the public
- Fundraising activities will not be unreasonably persistent or intrusive or place undue pressure on people to donate. Should someone not wish to donate, or wish to cease making a donation, that decision will be respected
- Beneficiaries will not be presented in a disrespectful way in promotional activities.

#### Honesty and integrity

- Fundraising will occur in an honest and truthful manner
- Fundraisers will act with integrity and not misrepresent us, our need for funds or how they will be applied
- Questions about fundraising activities and fundraising costs will be answered honestly and in a timely manner
- Information about our charitable purpose and activities will be made freely available
- Charitable donations and gifts will be used for the purposes for which they were donated.

#### Transparency and accountability

- We will take responsibility for our actions and be capable of explaining, clarifying and justifying those actions
- We will operate in an open, frank and honest way and will ensure that transactions, operations, information and communications are easily understood by donors and the public alike

- We will clearly identify to donors and the public the cause for which the fundraising is occurring and how donations will and are being used
- We will provide ways whereby those interested can easily contact us and we have a procedure in place to address complaints
- We will respect your right to privacy and comply with the laws relating to the use of personal data and fundraising best practice. [Our privacy policy is available to read on our website.](#)

We also commit that you, our donors and prospective donors will:

- Be informed of the identity of those serving on our governing board, and that the board will exercise prudent judgement in its stewardship responsibilities
- Have access to our most recent financial statements
- Receive appropriate acknowledgement and recognition, in accordance with your wishes
- Be assured that information about your donation is handled with respect and with confidentiality to the extent enabled by law
- Be dealt with professionally by all individuals representing Music Network
- Be informed whether those seeking donations are volunteers, employees of the organisation or hired third party agents
- Have access to the agreed procedures for providing Music Network with feedback and/or making complaints
- Have the opportunity for any names to be removed from mailing lists upon request.



## Feedback and complaints procedure

We are committed to ensuring that all communications and dealings with our supporters and with the general public are of the highest possible standard. We listen and respond to your views so that we can continue to improve our communications.

We aim to ensure that:

- It is as easy as possible to make a complaint
- We treat as a complaint: any clear expression of dissatisfaction with our operations which calls for a response
- We treat complaints seriously whether made by telephone, letter, email or in person
- We deal with complaints quickly and professionally
- We respond appropriately with actions taken to rectify and/or further information
- We learn from feedback and complaints, use them to improve, and monitor them at both management and Board level.

N.B. Our social media accounts are solely for the purpose of promoting music related events and activities, and are not an appropriate channel for complaints. Persons who use social media to lodge a complaint will be advised to use the correct procedure, i.e. to address their complaint to the organisation by telephone, letter or email. Anonymous complaints will not receive a response.

If you have feedback or a complaint about any aspect of our work, you can contact us in writing or by telephone.

In the first instance, your comment will be dealt with by our Head of Communications & Marketing, Melanie Wright.

Please give us as much information as possible and let us know if and how you would like us to respond, providing relevant contact details to:

Melanie Wright  
Head of Communications & Marketing  
Music Network  
National Concert Hall Building  
Earlsfort Terrace  
Dublin 2

Tel: 00 353 (1) 475 0224

Email: [feedback@musicnetwork.ie](mailto:feedback@musicnetwork.ie)



### **What happens next?**

If you complain by email or in writing we will aim to 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.

If you complain in person or over the phone, we will try to resolve the issue there and then.

### **What if the complaint is not resolved?**

If you are not happy with our response, you may get in touch again by writing to Music Network's Chairperson, Pat Moylan, at the above address.

[Further information on the Guidelines for Charitable Organisations on Fundraising from the Public can be found at www.charitiesregulator.ie](http://www.charitiesregulator.ie)