



Music Network's Guiding Principles for Fundraising

Our Fundraising Standards and Your Rights as a Donor

Music Network is committed to transparency and accountability in all of our work. We have formally committed to acting in accordance with the [Statement of Guiding Principles for Fundraising](#).

These voluntary principles aim 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.

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

Donor Charter

As a charity seeking donations from the public, Music Network 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 donors and prospective donors can have full confidence in Music Network.

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

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

- Be informed of the organisation's vision and 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.

- 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.
- Receive timely and honest responses to any questions you might have concerning the organisation.

Feedback and Complaints Procedure

Music Network is 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, fax, 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.

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

In the first instance, your comment will be dealt with by our Chief Executive, Sharon Rollston.

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:

Sharon Rollston
CEO
Music Network
National Concert Hall Building
Earlsfort Terrace
Dublin 2

Tel: 00 353 (1) 475 0224

Email: ceo@musicnetwork.ie

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 aim to acknowledge your complaint within 7 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, you may get in touch again by writing to Music Network's Chairman, Peter Finnegan, at the above address.

What to do if you have feedback

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Write to:

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Further information on The Guiding Principles for Fundraising here:

www.ictr.ie/content/fundraising-codes-practice