

As a charity seeking donations from the public we the Research Foundation 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 the Research Foundation.

We promise we will effectively apply your gifts to us for their intended purposes. We commit that you, our donors and prospective donors will:

- ✓ Be informed of the Research Foundation's mission, and of the way the Research Foundation intends to use donated resources.
- ✓ Be informed of the identity of those serving on the Research Foundation's governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.
- ✓ Have access to the Research Foundation's most recent financial statements.
- ✓ Be assured your gifts will be used for the purposes for which they were given and 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 Research Foundation 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 Research Foundation intends to share the mailing lists with third parties.
- ✓ Receive prompt, truthful and forthright answers to questions you might have of the Research Foundation.
- ✓ Be assured that the Research Foundation follows the principles of best practice in financial management and that all funds are used effectively.

What to do if you have feedback

If you do have a comment about any aspect of our work, you can contact the Research Foundation in writing, by email or by telephone. In the first instance, your comment will be dealt with by our Manager. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details:

Manager,

Research Foundation,

Royal Victoria Eye and Ear Hospital

Adelaide Road, Dublin 2.

Tel: 01 6343630

Email: research.foundation@rveeh.ie