



Concern Supporter Charter
Concern Worldwide operates to the Triple Lock standard of transparent reporting, good fundraising and good governance

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| <p>Reporting <i>We prepare an annual report and financial statements in full compliance with the Charity SORP (Standard of Reporting Practice FRS102)</i></p> | <p>Fundraising <i>We comply with the Guidelines for Charitable Organisations on Fundraising from the Public, issued by the Charities Regulator</i></p> | <p>Governance <i>Concern has adopted and signed up to the Governance Code for the Community and Voluntary Sector, the Irish NGOs Code of Corporate Governance (Dochas) and the Charities Regulator Charities Governance Code. We pledge to ensure that all of our communications are presented in a fashion consistent with the Dochas Code of Conduct on Images and Messages.</i></p> |
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In accordance with the Guidelines for Charitable Organisations on Fundraising from the Public, issued by the Charities Regulator, Concern has a Supporter Charter outlining how we operate under the principles of Respect; Honesty & Integrity; and Transparency & Accountability

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| <p>Respect All public engagement by Concern respects the rights and dignity of the people we work with, our supporters, and the general public.</p> <p>The people we work with and their situations are presented in an honest and respectful way and, where possible and appropriate, the people we work with have an input into Concern’s public engagement strategies.</p> <p>We offer many ways in which the public can support our work: whether it suits someone to volunteer their time, to advocate or to donate.</p> <p>Our fundraising is not unreasonably persistent, intrusive or placing undue pressure on people to donate. Should someone not wish to donate, or wish to cease making a donation to Concern, that decision is respected.</p> | <p>Honesty & Integrity Our public engagement is conducted in an honest and truthful manner.</p> <p>Concern staff act with integrity and our public engagement activities honestly represent Concern and our genuine need for support.</p> <p>Questions about our activities and costs will be answered honestly and in a timely manner.</p> <p>Information about Concern’s charitable purpose and activities is made freely available.</p> <p>Charitable donations and gifts are used for the purposes for which they were donated.</p> | <p>Transparency & Accountability Concern takes responsibility for its actions and is capable of explaining, clarifying and justifying those actions.</p> <p>Concern’s Board of Directors and management explain and account to supporters and the public for Concern’s action.</p> <p>We operate in an open, frank and honest way and ensures that transactions, operations, information and communications are easily understood by supporters and the public alike.</p> <p>We clearly identify to our supporters and the public the cause for which fundraising is occurring and how donations will and are being used.</p> <p>We provide ways whereby those interested can easily contact us.</p> <p>We have a procedure in place to address complaints.</p> |
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