



Mental Health Reform

Promoting Improved Mental Health Services

Mental Health Reform Donor Charter

As a charity seeking donations from the public we, Mental Health Reform, aim 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 Mental Health Reform.

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 organisation's mission, and of the way the organisation intends to use donated resources
- Be informed of the identity of those serving on the organisation's Board of Directors, and that the board will exercise prudent judgment in its stewardship responsibilities
- Have access to the organisation's most recent financial statements
- Be assured your donations 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 in accordance with the 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 questions you might have of the organisation

What to do if you have feedback

If you do have a comment about any aspect of our work, you can contact Mental Health Reform in writing or by telephone. In the first instance, your comment will be dealt with by our Director.

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

Write to:

Shari McDaid
Director
Mental Health Reform
Coleraine House
Coleraine Street
Dublin 7

Tel: 01 874 9468

Email: smcdaid@mentalhealthreform.ie

For further details on how Mental Health Reform handles complaints, please see our Policy on Handling Feedback and Complaints available on our website at www.mentalhealthreform.ie/transparency