



Ending Suicide. Beginning Hope.

## Donor Charter

As a charity seeking donations from the public, we, Pieta, aim to comply with the Guidelines for Charitable Organisations on Fundraising from the Public.

Pieta pledge to treat all our donors with respect, honesty and openness. Pieta commits to being accountable and transparent so that donors and prospective donors can have full confidence in Pieta.

Pieta promises that they will ensure that all donor gifts will be used for the intended purposes unless the appeal has been fully funded, in which case the donor will be notified that the donation may be directed to another project.

Pieta commits that you, our donors and prospective donors will:

1. Be informed of the organization's Vision, Mission and Values, and of the way the organization intends to use donated resources.
2. Be informed of the identity of those serving on the Board of Directors, and that the board will exercise prudent judgement in its stewardship responsibilities.

Pieta will provide access to the organization's most recent financial statements. Pieta will ensure that donors receive appropriate acknowledgement and recognition.

Pieta will ensure that information about your donation is handled with respect and with confidentiality to the extent provided by law.

Pieta respects the donor's right to privacy.

Pieta would expect that all relationships with individuals representing the charity will be dealt with professionally.

Pieta would inform donors whether those seeking donations are volunteers, employees of the organization or hired third party agents.

Pieta will make the agreed procedures for making and responding to complaints easily available on the Pieta web site.

Pieta will ensure that any requests for any names to be deleted from mailing lists are carried out promptly and to inform donors and supporters if the organization intends to share the mailing lists with third parties.

Pieta will make available the agreed procedures for making and responding to complaints.

Pieta will ensure that any cash donations given by a member of the public to a Pieta Volunteer will receive a receipt from Pieta. The Volunteer will take details of the donor's name, address and the amount donated.

Pieta will provide prompt, truthful and forthright answers to questions they receive regarding the organization.