



Donor Charter:

As a charity seeking donations from the public we, the Hunt Museum, 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 the Hunt Museum.

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 Hunt Museum's mission, and of the way the Hunt Museum intends to use donated resources.
- Be informed of the identity of those serving on the Hunt Museum's governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.
- Have access to the Hunt Museum's most recent financial statements.
- Be assured your gifts 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 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 Hunt Museum 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 Hunt Museum intends to share the mailing lists with third parties.
- Receive prompt, truthful and forthright answers to questions you might have of the Hunt Museum.

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

Museum. 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:

Museum Director
The Hunt Museum
The Custom House
Rutland Street
Limerick
Tel: ++353 (0)61 312833
Email: director@huntmuseum.com

We are open Monday to Saturday from 10.00am to 5.00pm, Sundays and Bank holidays from 2.00pm to 5.00pm. Closed Christmas Day, St. Steven's Day, New Year's Day and Good Friday.

Public compliance statement:

The Hunt Museum is committed to complying with the *Statement of Guiding Principles for Fundraising* and has formally discussed and adopted the Statement at a meeting of the governing board.

The Hunt Museum confirms its commitment to the principles set out in the *Statement of Guiding Principles for Fundraising* by a statement to that effect on its annual report.

The Hunt Museum has a Donor Charter which is consistent with the *Statement of Guiding Principles for Fundraising*.

The Hunt Museum regularly monitors compliance with the *Statement of Guiding Principles for Fundraising* and compliance reports are received regularly by the governing board.

The Hunt Museum considers the *Statement of Guiding Principles for Fundraising* when planning all fundraising activities.

The Hunt Museum has a policy on working with third party fundraisers.

The Hunt Museum provides honest, open and transparent disclosure when fundraising from the public.

The Hunt Museum has appointed a member of the governing board and/or a senior member of staff to be responsible for compliance with the *Statement of Guiding Principles for Fundraising*.

The Hunt Museum ensures that fundraising staff are provided with information and training on the *Statement of Guiding Principles for Fundraising* and its implementation.

The Hunt Museum has a feedback and complaints procedure consistent with the *Statement of Guiding Principles for Fundraising*. Feedback is recorded for review by relevant staff including the Museum Director and the governing body. Feedback is responded to promptly and appropriately.

The Hunt Museum prepares financial statements consistent with the requirements of the Charities Act 2009 which include a statement concerning the extent to which control of the Hunt Museum is independent of its funding sources.

The Hunt Museum ensures that all donations are tracked and recorded and complies with data protection requirements.

The Hunt Museum is accessible to the public through a number of readily available contact options.

Public statement:*Commitment to Standards in Fundraising Practice*

The Hunt Museum is fully committed to achieving the standards contained within the *Statement of Guiding Principles for Fundraising*.

The *Statement* exists 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.
- We the Hunt Museum have considered the *Statement of Guiding Principles for Fundraising* and believe we meet the standards it sets out.
- The Hunt Museum's report on our fundraising activities is available in our most recent Annual Report which can be found here
<http://www.huntmuseum.com/HuntMuseum/media/HuntMediaLibrary/Accounts/HuntDrafted1.pdf>

We welcome your feedback on our performance via any of the contact points provided on our Feedback and Complaints Procedure.

Fundraising disclosure statement:

The Hunt Museum is open about whether those seeking donations on their behalf are volunteers, employees of the Hunt Museum or are third party agents.

Anyone fundraising on behalf of the Hunt Museum must ensure that prospective donors are aware of their status, **Complaints and feedback:**

As a principle, the Hunt Museum, maintains policies of openness and transparency and accessibility to all. All problems, or issues that arise, are dealt with as quickly and as efficiently as time will allow, and subject to the availability of a relevant member of staff.

Handling Feedback and Complaints:

The Hunt Museum is committed to ensuring that all of its activities, including dealing with members of the public, are of the highest professional standards, in keeping with our role as a publicly funded charity. We are keen to obtain the views of all members of the public but most especially where there is an issue or concern about any aspect of day-to-day operations. We welcome both positive and negative feedback.

We aim to ensure that it is easy to make a complaint:

We treat as a complaint any expression of dissatisfaction with our operation which calls for a response.

We welcome communications across media: letter, telephone, email, visitor feedback forms, social media, and fax or in person.

If the complaint is of a serious nature it should be made in writing and addressed to the director of the museum.

If the matter is of an illegal, or criminal nature the concern should be addressed immediately to An Garda Síochána, Henry Street, Limerick. tel: 061 212 400

The Museum will address the complaint quickly and politely.

As a general rule the Museum will not have staff available on weekends to deal with a serious complaint, but as soon as possible thereafter the matter or concern will be addressed.

Complaints procedure:

Complaints should be addressed to the Director of the Museum. Please provide as much detail as possible, including dates and times of any incident or observation, and please provide full contact details: name, address, email and telephone. Please send your complaint to:

Director, The Hunt Museum

The Custom House,

Rutland Street,

Limerick.

Tel: + 353 (0)61 490082

Email: director@huntmuseum.com

The Museum is open daily 10.00 am – 5.00 pm; Sundays 2.00 pm. – 5.00 pm. We close on Good Friday, Christmas Day, St. Stephen's Day and New Year's Day. Please note that there will be no staff member available to address issues at weekends. However, your comments, can be forwarded to front-of-house staff and / or security personnel who will forward your note to the director at the earliest possible opportunity.

If you complain in person or over the phone we will endeavour to address your concern there and then. Similarly if you complain in writing, or by email, we will always acknowledge your complaint

within 6 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.

If you are not happy with the response from the Museum Director, or if your complaint concerns the Museum Director, you may get in touch by writing to the Chairman of the Hunt Museum, Mr. John Moran. The Chairman will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

Supporter Feedback

The Museum maintains an array of feedback procedures from comment cards to discussion via our website and social media. If you have a specific comment about any aspect of our work, you can contact the current Director of the Museum by writing, by email or directly by phone.

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

Director

The Hunt Museum

The Custom House

Rutland Street

Limerick

Ireland

Tel: + 353 (0)61 312 833

Email: director@huntmuseum.com