

OUR SUPPORTER CHARTER

Our promise to you!

SELF HELP AFRICA depends on your support to fund its work. In recognition of your generosity we are committed to comply with the [Statement of Guiding Principles for Fundraising](#)

Being accountable and transparent to our dealings with our existing and prospective supporters is extremely important to us and should ensure that you can have full confidence in SELF HELP AFRICA's ability to spend your donation effectively.

As a SELF HELP AFRICA Supporter you are entitled to:

- An official receipt in prompt acknowledgement of your donation.
- Information about the projects, which SELF HELP AFRICA supports.
- The right to confidentiality – SELF HELP AFRICA does not share your details with other organisations.
- A choice as to whether you wish to receive further correspondence from SELF HELP AFRICA in the future.

As a SELF HELP AFRICA Supporter we promise to:

- Maintain and continuously improve our good fundraising practices
- Provide high levels of accountability and transparency to both our donors and supporters
- Provide clarity and assurances to you about how we spend your money through our website and audited accounts
- Prepare fully audited accounts, which are available to you for inspection, in accordance with the Statement of Recommended Practice for Charities.
- Report on our current fundraising activities through our website and annual audited accounts
- Effectively manage essential administrative and fundraising costs and ensure that they are kept at an appropriate level between 7% - 10% maximum
- Be informed of our mission and of the way the organisation intends to use donated resources through our website
- Be informed of the identity of those serving on the governing board and that the board will exercise prudent judgment in its stewardship responsibilities.
- Be assured that your gifts will be used for the purposes for which they are given
- Expect that all relationships with individuals representing a charity will be dealt with in a professional manner.
- Be informed whether those seeking donations are volunteers, employees or third party agents.

- Have easily available the agreed [procedures](#) for making and responding to complaints,
- Receive prompt, truthful and forthright answers to any questions you may have about SELF HELP AFRICA.

As an organisation SELF HELP AFRICA will seek to maximize the value of your donation by:

- Seeking matching funding from official bodies such as the Irish / UK governments and the European Union.
- Availing of tax concessions provided to registered charities in order to maximise the value of your donation through Irish / UK revenue of PAYE/ gift aid system

Thank you for your continuous support.

Ray Jordan CEO