



# Statement of Guiding Principles for Fundraising

## Fundraising Principles

Wexford Festival Trust has formally adopted the Statement of Guiding Principles for Fundraising and is committed to complying fully with all of its principles and obligations.

### Our Public Compliance Statement

Wexford Festival Trust is committed to complying with the Statement for Guiding Principles for Fundraising and has formally discussed and adopted the Statement at a meeting of the governing body.

Wexford Festival Trust confirms its commitment to the principles set out in the Statement of Guiding Principles for Fundraising by a statement to that effect in its annual report.

Wexford Festival Trust has a Donor Charter which is consistent with the Statement of Guiding Principles for Fundraising.

Wexford Festival Trust regularly monitors compliance with the Statement of Guiding Principles for Fundraising and compliance reports are received regularly by the governing body.

Wexford Festival Trust considers the Statement of Guiding Principles for Fundraising when planning all fundraising activity.

Wexford Festival Trust has a policy on working with third party fundraisers (if applicable).

Wexford Festival Trust provides honest, open and transparent disclosure when fundraising from the public.

Wexford Festival Trust has appointed a member of the governing body and/or a senior member of staff to be responsible for compliance with the Statement of Guiding Principles for Fundraising.



Wexford Festival Trust ensures that fundraising staff are provided with information and training on the Statement of Guiding Principles for Fundraising and its implementation.

Wexford Festival Trust 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 CEO and governing body. Feedback is responded to promptly and appropriately.

Wexford Festival Trust prepares financial reports consistent with the requirements of the Charities Act 2009 which include a statement concerning the extent to which control of the organisation is independent of its funding sources.

Wexford Festival Trust ensures that all donations are tracked and recorded and complies with data protection requirements.

Wexford Festival Trust is accessible to the public through a number of readily available contact options.

## **Public Statement**

### Commitment to Standards in Fundraising Practice

Wexford Festival Trust 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

Wexford Festival Trust has considered the Statement and believe we meet the standards it sets out. Where we have not complied with the Statement we have provided an explanation here.



Wexford Festival Trust's report on our fundraising activities is available in our most recent Annual Report which can be found here: [www.wexfordopera.com](http://www.wexfordopera.com).

We welcome your feedback on our performance via any of the contact points provided (see below).

## **Disclosure Statement**

Wexford Festival Trust is open about whether those seeking donations on their behalf are volunteers, employees of the organisation or third party agents. Anyone fundraising on behalf of Wexford Festival Trust must ensure that prospective donors are aware of their status, i.e. volunteers, employees or third party agents.

## **Our Donor Charter**

As a charity seeking donations from the public we, Wexford Festival Trust, 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 Wexford Festival Trust.
- 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 governing board, and that the board will exercise prudent judgement in its stewardship responsibilities.
  - Have access to the organisation'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 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

## Feedback

If you do have a comment about any aspect of our work, you can contact Wexford Festival Trust in writing or by telephone. In the first instance, your comment will be dealt with by our Executive 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:

Randall Shannon

Executive Director

Wexford Festival Trust

National Opera House

High Street

Wexford, Y35 FEP3

Ireland.

Tel: (353 53) 912 2400

Email: [randall@wexfordopera.com](mailto:randall@wexfordopera.com)

# Our Complaints Procedure

Wexford Festival Trust is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

Wexford Festival Trust welcomes both positive and negative feedback. Therefore we aim to ensure that:

- it is as easy as possible to make a complaint
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response
- we treat it seriously whether it is made by telephone, letter, fax, email or in person
- we deal with it quickly and politely
- we respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc.
- we learn from complaints, use them to improve, and monitor them at our Board

## If you have a complaint – Step One

If you do have a complaint about any aspect of our work, you can contact Randall Shannon, Executive Director, in writing or by telephone. In the first instance, your complaint will be dealt with by our Executive Director. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

### What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge



your complaint within 7 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.

### **What if the complaint is not resolved?**

If you are not happy with our response, you may get in touch again by writing to Wexford Festival Trust's Chairman. The Chairman will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

## **If you have a complaint – Step Two**

### **Monitoring Group**

Ideally in the first instance you should address your complaint to the organisation as outlined above. However, you may at any stage make your complaint in writing to the Monitoring Group that oversees charities' compliance with the Statement of Guiding Principles for Fundraising.

Write to:

The Chairman,  
Wexford Festival Trust,  
National Opera House,  
High Street,  
Wexford, Y35 FEP3  
Ireland.

Tel: (353 53) 912 2400

Email: [chairman@wexfordopera.com](mailto:chairman@wexfordopera.com)

[www.wexfordopera.com](http://www.wexfordopera.com)

### **What happens next?**

You will receive confirmation of receipt of your complaint within seven days. The Monitoring Group will consider complaints and will respond according to its own procedures.

This complaints procedure does not apply to Wexford Festival Trust's staff or agents.