



HELIUM ARTS Fundraising Compliance Statement

Commitment to Standards in Fundraising Practice

Helium Arts is fully committed to achieving the standards contained within the [Guidelines for Charitable Organisations on Fundraising from the Public](#).

We at Helium Arts have considered the Guidelines and believe we meet the standards it sets out as follows:

- ✓ Helium Arts has formally discussed and adopted the Guidelines at a meeting of the governing body.
- ✓ Helium Arts has a Donor Charter (see below) which is consistent with the Guidelines for Charitable Organisations on Fundraising from the Public.
- ✓ Helium Arts regularly monitors compliance with the Guidelines for Charitable Organisations on Fundraising from the Public and compliance reports are received regularly by the governing body.
- ✓ Helium Arts considers the Guidelines for Charitable Organisations on Fundraising from the Public when planning all fundraising activities.
- ✓ Helium Arts provides honest, open and transparent disclosure when fundraising from the public.
- ✓ Helium Arts has appointed its CEO to be responsible for compliance with the Guidelines for Charitable Organisations on Fundraising from the Public.
- ✓ Helium Arts ensures that fundraising staff are provided with information and training on the Guidelines for Charitable Organisations on Fundraising from the Public and its implementation.
- ✓ Helium Arts has a feedback and complaints procedure consistent with the Guidelines for Charitable Organisations on Fundraising from the Public. Feedback is recorded for review by relevant staff including the CEO and governing body. Feedback is responded to promptly and appropriately (see below for further information).
- ✓ Helium Arts 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.
- ✓ Helium Arts ensures that all donations are tracked and recorded and complies with data protection requirements.
- ✓ Helium Arts is accessible to the public through a number of readily available contact options (see below).

We welcome your feedback on our performance via any of the contact points provided.

Donor Charter

As a charity seeking donations from the public we aim to comply with the [Guidelines for Charitable Organisations on Fundraising from the Public](#).

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

Helium. We promise we will effectively apply your gifts to us for their 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.

Helium Arts commits that you, our donors and prospective donors, will:

- Be informed of the organisation's vision, mission and values, and of the way the organisation intends to use donated resources.
- 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

Helium Arts will:

- Provide 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.
- Respect the donor's right to privacy.
- Expect that all relationships with individuals representing the charity will be dealt with professionally.
- Inform donors 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 on Helium Arts' website.
- Ensure that any request for any names to be deleted from mailing lists are carried out promptly and to be inform donors and supporters 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.

Disclosure

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

If you have feedback or a complaint

Helium Arts 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.

We believe that it is important for us to hear both positive and negative feedback to ensure that we are upholding best practice in all areas of fundraising. If you would like to provide feedback, or issue a complaint please contact us by telephone or email, providing us with return contact details.

Your comment will reach Helene Hugel, Helium's CEO and Artistic Director, who will respond within five working days.

Email: helene@helium.ie

Telephone: +353 44 93 96 960

Our Feedback and Complaints Policy to ensure that we are upholding best practice in all areas of our work is [here](#).

What happens next?

If your correspondence is in person or over the phone, we will try to resolve the issue there and then. Similarly, if you correspond by email or in writing we will always send an acknowledgement within seven days, and do everything we can to resolve any issue within 21 days. If this is not possible, we will explain why and provide a new deadline.

What if the issue is not resolved?

You may also get in touch again by writing to the Chair of Helium Arts's Board of Directors. The Chair will ensure that your appeal is considered at board level and will respond within two weeks of this consideration by board members.

The Chair's contact details are:

Board Chair
Helium Arts
22 Pearse Street
Mullingar
Westmeath