**The Care Trust Supporter Charter**

The Care Trust (‘TCT’) raises funds for CRC, Rehab Group and for various Special Charitable Projects. As a charity seeking contributions from the public, The Care Trust is committed to the Charities Regulatory Authority Governance Code and the Guidelines for Charitable Organisations on Fundraising from the Public.

The Care Trust believes in transparency and accountability. We believe that our Supporters have a right to know how the money we receive is being used.

The Care Trust is committed to maintaining the highest standard of financial probity. We recognise that as a recipient of public funds, we have a duty to use our financial resources properly and effectively.

Our pledge is to treat all Supporters with respect, honesty and openness.

We commit to being accountable and transparent so that Supporters and prospective Supporters can have full confidence in The Care Trust.

Our Pledge is to:

* Apply monies contributed by Supporters to the purposes for which it is intended.
* Inform Supporters and prospective Supporters of The Care Trust mission and how funds raised will be utilised.
* Provide access for Supporters to The Care Trust most recent financial statements.
* Ensure that all contributions receive appropriate acknowledgement and recognition.
* Ensure that information about Supporters and their contributions is handled with respect and appropriate confidentiality and is retained within the charity.
* Ensure that all persons acting on behalf of The Care Trust demonstrate the highest standards of professionalism at all times.
* Ensure that Supporters are made aware of the status and legitimacy of persons acting on behalf of The Care Trust.
* Operate an easy access procedure for the receipt and timely response to queries and complaints.
* Delete Supporter names and contact details from mailing lists and/or databases if requested to do so.
* Inform Supporters of the identity of the members of The Care Trust Board and assure Supporters of the Board’s commitment to the highest standards of integrity and prudence in the discharge of its stewardship responsibilities.
* We respond to all queries.

We take the issue of transparency and accountability very seriously at The Care Trust. As stated above, to demonstrate excellence in corporate governance, the Board are committed to full compliance with the CRA Governance Code and review this regularly.

We invite you to contact us with any questions you may have by email to: thecaretrust@give.ie. You can also contact The Care Trust in writing to: The Care Trust, College House, 71–73 Rock Road, Blackrock, Co Dublin, A94 F9X9 or telephone us on 01 200 0060.

Your enquiry will be forwarded to the most appropriate person in The Care Trust. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details. Our office is open 5 days a week Mon- Fri from 9.00 am to 4.30 pm, each day.

The Care Trust Charity Registration details are: The Care Trust Registered Charity Number: 20043285 CHY Number: 13691.