

Donor Charter

As a charity seeking donations from the public, we HUGG – Healing Untold Grief Groups CLG commit to comply with the Guidelines for Charitable Organisations on Fundraising from the Public

We pledge to treat all our donors with respect, honesty and professionalism at all times.

We commit to being accountable and transparent so that donors and prospective donors can have full confidence in HUGG.

We promise we will effectively apply all donations for their intended purposes and will keep our donors informed about our work.

We will be open and transparent about how HUGG is governed and publish our financial statements on our website, as well as the details of our Board of Directors.

We will inform our donors and prospective donors whether those seeking donations on our behalf are volunteers, employees of the organisation or third party agents.

We will treat all personal data and financial data with respect and in full compliance with data protection legislation.

We commit to having a Complaints policy and to publish the agreed procedures for making and responding to complaints.

We commit to providing truthful and forthright answers to questions you might have about the organisation in a timely manner.

What to do if you have feedback

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

The Chief Executive
HUGG
4 Kilvere Park, Cypress Downs,
Templeogue
Dublin 6w

Tel: +353 1 513 4048

Email: info@hugg.ie

We are open 5 days a week from 9.00 am to 5.00 pm, and closed between 1.00 pm and 2.00pm each day.