



Teen-Turn Donor Charter

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

We commit to being accountable and transparent so that you as a donor can have full confidence in Teen-Turn. We promise to effectively apply your gifts to Teen-Turn for their intended purposes.

We commit to you, our donors and prospective donors, that we will:

- Keep you informed of Teen-Turn's mission and the way in which we intend to use donated resources.
- Identify those serving as members of Teen-Turn's board, and ensure that the board exercises prudent judgment in its responsibilities.
- Provide you with access to our most recent financial statements.
- Use donations for the purposes for which they were given.
- Appropriately acknowledge and recognise donations.
- Handle donations with respect and with confidentiality to the extent provided by law.
- Ensure that all individuals representing Teen-Turn act professionally at all times.
- Let you know whether those seeking donations on Teen-Turn's behalf are volunteers or paid employees.
- Provide easy access to agreed procedures for making and responding to feedback and comments.
- Comply with data protection legislation, including deleting your name from our mailing list if you request it.
- Not share your contact details or other personal information with a third party.
- Provide you with prompt, truthful and forthright answers to questions you might have of Teen-Turn.

How to reach us

If you have a comment, query or feedback about Teen-Turn's work or about donating to Teen-Turn that you would like to share with us, you can contact Teen-Turn in writing, by phone or by email. Please note Teen-Turn does not operate a drop-in service.

The best way to contact us is in writing, by email or by phone:

Teen-Turn, Huckletree, The Academy, 42 Pearse St, Dublin, D02 YX88

Tel: 0868831698 or email: contact@teen-turn.com