

Donor Charter

Document Name	Donor Charter
Version	3.0
Document Owner	Executive Director, Cork University Hospital Charity
Approved By	Cork University Hospital Charity – Board of Directors
Initial Approval	8 th December 2020
Reviewed and Approved	April 2026
Next Review Date	April 2028

Our Charitable Purpose

Cork University Hospital Charity (CUH Charity) exists:

“to supplement the service provided at Cork University Hospital (CUH) and Cork University Maternity Hospital (CUMH) by providing finance (i) for research, (ii) for the provision, development or acquisition of services, faculties, buildings and equipment which may be required for the treatment or benefit of patients and their family members and which are not currently available to patients or which augment those treatments or benefits already provided to such beneficiaries, provided always that finance shall not be provided unless it achieves genuine enhancements in services for the beneficiaries, rather than mere reduction of public funding costs”.

This is our Charitable Purpose and we ensure that we strive to achieve it at all times.

We are committed to treating all our donors with respect, honesty and openness. We value the trust you place in us and promise to steward your support responsibly, transparently and in line with best practice.

Your Rights as a Donor

As a donor or supporter of CUH Charity, you can expect that:

- You will be informed about our mission and how your support helps patients and services

- Your donation will be used to further our Charitable Purpose
- Our most recent annual financial statements will be publicly available
- Our Board will exercise careful and responsible stewardship of charitable funds
- Your donation will be acknowledged appropriately
- Your personal information will be handled with care and confidentiality
- You will be told whether fundraising is carried out by staff, volunteers or third parties
- You can provide feedback or make a complaint and receive a prompt and fair response
- You can ask questions and receive clear, honest answers

How Your Donation Is Used

Donations to CUH Charity are used to achieve our Charitable Purpose across CUH and CUMH.

General Unrestricted Donations

Most donations are made to support our Charitable Purpose, without attaching any preference or restriction to the intended use of the donation. These unrestricted donations allow us to respond quickly to changing and urgent needs and are used where they can have the greatest impact.

Donor Preference

When a donor donates to CUHC via our website, there is an option to indicate your preferred use of that donation by selecting a broad service area within CUH or CUMH. As noted on our website, CUH Charity will make every reasonable effort to use funds in line with these noted preferences. However, in circumstances where your donation is needed for another more urgent need, CUH Charity will use your donation for that need as your funds will have the greatest impact. Your donation will always be used to achieve our Charitable Purpose. This is made clear on our website if you opt for one of the preferences.

Donor Restrictions

A donor restriction arises where a donor clearly and expressly states, in writing at the time the donation is made, that their donation must be used solely for a specific, clearly defined item or project, and CUH Charity accepts the donation on that basis.

Restricted donations are typically limited to specific, tangible purposes, such as the purchase of a particular piece of equipment (for example, an MRI scanner or other named medical device), rather than broader services or areas of care. Once accepted, we must use restricted donations in accordance with the donor's instructions.

CUH Charity encourages donors who wish to place a restriction on their donation to discuss this with us in advance, to ensure that the restriction is practical, achievable and aligned with CUH and CUMH needs.

If, despite best efforts, CUH Charity is unable to apply a restricted donation exactly as originally intended, we will take appropriate steps to address this in line with regulatory guidance and, in consultation with the donor.

Community Fundraising

We are very grateful for the many community groups, families and individuals who fundraise on our behalf. Where funds are raised through events or third-party fundraising platforms:

- reasonable costs of CUH Charity may be deducted; and
- any surplus funds will be applied in accordance with the Charitable Purposes and in line with this Donor Charter.

If the funds raised cannot be used for the purpose intended, then, similar to “restricted donations” above, we will take appropriate steps to address this in line with regulatory guidance and, in consultation with main organiser of the community fundraising event, where that is possible.

If More (or Less) Is Raised Than Needed

When we run an appeal for a particular purpose, we always plan carefully to ensure funds are used as intended.

Occasionally:

- more money may be raised than is required, or
- it may not be possible to use the funds exactly as originally planned.

If this happens, any remaining funds will be used where they are most needed, to address urgent and priority needs across CUH and CUMH, while at all times striving to achieve CUH Charity’s Charitable Purpose.

Fundraising and Operational Costs

All donations received, regardless of the manner in which they were raised or the purpose for which they are intended, are subject to a 15% contribution towards fundraising and operational costs of CUH Charity. These costs support the work required to raise funds, administer donations responsibly and maintain strong governance and compliance within CUHC. The voluntary board of CUH Charity adopt best practice charity SORP accounting procedures regarding the allocation and presentation of reasonable fundraising costs.

Tax Relief and CHY Forms

Many donors generously support CUH Charity by completing a CHY form which enables CUH Charity to apply for charitable tax reliefs. CUH Charity also applies for VAT refunds, where possible, and participates in the Government “Vat back scheme” for charities.

Any funds received through these various options available to CUH Charity are treated as general funds and are applied where they are most needed across CUH and CUMH in accordance with the Charitable Purpose and what is considered to be in the best interests of CUH Charity at that time.

Privacy and Respect

We respect your privacy. Your personal information is managed in accordance with data protection law, and you can ask to change how we communicate with you at any time.

We will never place undue pressure on you to donate.

Feedback and Complaints

We welcome feedback and take complaints seriously.

If you have a concern about fundraising or how donations are used, you can contact CUH Charity directly and we will respond promptly and fairly. Our contact details are set out at the end of this Donor Charter. If you remain dissatisfied after our internal process, you may refer the matter to the Charities Regulator.

Keeping This Charter Up to Date

This Donor Charter is reviewed regularly to ensure it reflects best practice and continues to meet the expectations of our donors and supporters.

Contact Details:

Claire Concannon, Executive Director

claire@cuhcharity.ie / 086 271 7867