

CHARITIES GOVERNANCE CODE COMPLIANCE RECORD FORM

Charity Name	CARE ALLIANCE IRELAND
Registration Charity Number (RCN)	461315
Annual Reporting Period	2020
Date approved by the Board of Charity Trustees (aka Board of Directors)	November 24 th 2020

Under the [Charities Governance Code](#) all registered charities are required to complete this Charities Governance Code Compliance Record Form every year.

Please fill in this form to record:

- the actions that your charity takes to meet each standard of the Charities Governance Code; and
- the evidence that backs this up.

You should approve the Compliance Record Form at a board meeting before you report on your compliance to us.

You are NOT required to file the Compliance Record Form with the Charities Regulator. However, you must keep your Compliance Record form as the Charities Regulator could ask you for it at any time.

What do we expect?

The type of evidence we expect depends on the complexity of your charity.

The minimum expected of all charities would be to discuss and agree at board meetings how they will meet the standards and document their decisions in the minutes. For volunteer-only charities this will be enough to meet many of the core standards.

We would expect a charity with paid staff to provide more documentation like workplans and written policies as evidence of the actions they have taken.

We would expect more complex charities to provide more extensive documentation than other charities.

You can add or delete columns as required.

Please use the glossary within the [Charities Governance Code](#) when filling in the form and include dates where appropriate.

Please click [here](#) for more information, guidance and templates.

Principle 1: Advancing Charitable Purpose **CORE STANDARDS**

1.1 Be clear about the purpose of your charity and be able to explain this in simple terms to anyone who asks.

Actions our charity takes to meet standards:	Evidence of our actions:
Vision, Mission and Objectives considered and approved by Board of directors Our charitable purpose and objectives are clearly stated on our website.	https://www.carealliance.ie/vision-and-mission
Clear simple language used to state why we exist and what we do	https://www.carealliance.ie/vision-and-mission
Charity's main object (as per the governing document) is included at the top of every board agenda and our governing document is available for reference at board meetings.	Board Agenda (Sept 15 th 2020, Nov 24 th 2020)

1.2 Consider whether or not any private benefit arises ([see glossary](#)). If a private benefit arises, consider if it is reasonable, necessary and ancillary to the public benefit that your charity provides.

Actions our charity takes to meet standards:	Evidence of our actions:
Review of CRA definition of private benefit by Executive Director and Board.	Discussed at board meeting Nov 24 th 2020. Any private benefit arising was assessed as being reasonable (including staff salary levels, expenses), necessary and ancillary to public benefit.

1.3 Agree an achievable plan for at least the next year that sets out what you will do to advance your purpose.

Actions our charity takes to meet standards:	Evidence of our actions:
Organisations activities are focussed on Strategic Plan 2019-2024 Budget approved by Board	Annual Work Plan informed by Strategic Priorities. (2020 Work Plan) 2021 Budget approved (Nov 2020 board meeting)
	Reports to Board presented in terms of Strategic Priorities. (Report to board) November 16 th 2020)
Annual Work Plan	Ambitious goals are part of annual work plans.

1.4 Make sure your charity has the resources it needs to do the activities you plan. If you don't have the resources, you need to show a plan for getting those resources.

Actions our charity takes to meet standards:	Evidence of our actions:
Secure Multi-year Grant Agreements with State Bodies	SSNO Scheme July 2019-June 2020 €90k PA
Income diversification Strategy	Ten separate funding applications made in 2020 to date
Reserves Policy approved by Board of Directors	Policy approved and reconsidered annually by Audit and Risk Committee.

1.5 From time to time, review what you are doing to make sure you are still:

- acting in line with your charity's purpose; and
- providing public benefit.

Actions our charity takes to meet standards:	Evidence of our actions:
Review Strategic Plan	Review planned for H2 2021.
Consultation with Member organisations	Members consulted as part of development of new Strategic Plan in Q1 2019.

Principle 1: Advancing Charitable Purpose ADDITIONAL STANDARDS

1.6 Develop your charity's strategic plan and associated operational plans.

Actions our charity takes to meet standards:	Evidence of our actions:
Our third strategic plan incorporating clear targets and outcomes has been developed and approved by the board of directors and will be done so at least every five years.	Minutes of Meeting (March 5 th 2019) 2019-2024 Strategic Plan
Our strategic plan is supported by operational plans and budgets, as well as defined key performance indicators.	2020 Work Plan

1.7 Make sure there is an appropriate system in place to:

- monitor progress against your plans; and
- evaluate the effectiveness of the work of your charity.

Actions our charity takes to meet standards:	Evidence of our actions:
Reports to board include update on achievement of strategic plans.	Report to Board – November 16 th 2020 Comprehensive Directors Report produced annually (including reporting on goals/impact)
Review of Strategic Plan	Consultation with member organisations (Q1 2019), Board set up Strategic Plan Committee (Q3 2018) Use of External Consultant to Review Strategic Plan (2018)
	Exec. Dir. completed course in Implementation Science. (TCD, 2017)

1.8 From time to time, consider the advantages and disadvantages of working in partnership with other charities, including merging or dissolving (winding up).

Actions our charity takes to meet standards:	Evidence of our actions:
Culture of being accessible and open to collaborations	Collaboration is a key value as articulated in our Strategic Plan https://www.carealliance.ie/strategicplan

Principle 2: Behaving with Integrity CORE STANDARDS

2.1 Agree the basic values that matter to your charity and publicise these, so that everyone involved understands the way things should be done and how everyone is expected to behave.

Actions our charity takes to meet standards:	Evidence of our actions:
Set of values agreed by board - Strategic Plan 2019-2024	Values considered and approved as part of development of new Strategic Plan in Q1 2019
Policies and Procedures and other Governance Actions	Suite of Policies/Procedures including Statements of Interest for Directors. We aim to review each policy every 2 years.

2.2 Decide how you will deal with conflicts of interests and conflicts of loyalties. You should also decide how you will adhere to the Charities Regulator’s guidelines on this topic.

Actions our charity takes to meet standards:	Evidence of our actions:
Conflict of Interest policy is agreed and documented in line with the Charities Regulator’s Guidance on ‘Managing Conflicts of Interest’, Appendix A – Conflict of Interest Policy, Appendix B – Template of Register of interests	Minutes of Meeting dated [November 24 th 2020] Conflicts of Interest Policy (March 2018)
Register of Interests Agenda Standing Items	Updated every 6 months and upon appointment of new directors. Conflicts/Statement of interest is a standing item on the agenda, with any declared conflicts/statements of interest included in the minutes. Chair reminds board of directors to declare any conflict/statement of interest in each board meeting. Conflicts are identified and managed as they arise in accordance with our Conflicts of Interest (and Loyalty) Policy.

2.3 Have a code of conduct for your board that is signed by all charity trustees. It must make clear the standard of behaviour expected from charity trustees. This includes things like maintaining confidentiality and what to do in relation to:

- gifts and hospitality; and
- out-of-pocket expenses.

Actions our charity takes to meet standards:	Evidence of our actions:
A Code of Conduct for Board of Directors agreed	Approved (March 2018, Board minutes)
Each Board of Director formally signs up and adheres to the Code of Conduct.	Signed Codes of Conduct for all directors – kept electronically by Executive Director

Principle 3: Leading People CORE STANDARDS

3.1 Be clear about the roles of everyone working in and for your charity, both on a voluntary and paid-basis.

Actions our charity takes to meet standards:	Evidence of our actions:
Board roles and responsibilities for the charity are discussed, agreed and documented.	Range of Relevant policy documents. eg Schedule of matters reserved to the Board for decision (July 2018)
Board of directors understand their legal duties and responsibilities.	Each new Board member takes in formal induction programme (Jan 2020, Oct 2020) Training programme for board of directors (Ongoing, via The Wheel, The Carmichael Centre.) Chair attendance at relevant conferences/ networking events. (Boardmatch Ireland, Enrolment in Diploma in Corporate Governance.)
Key officers such as the Chairperson and Secretary have specific functions assigned to them, which are clearly documented and understood.	Approved board roles per Company Governance Handbook (Feb 2020)
Key staff/ volunteer/student roles and responsibilities are discussed, agreed and documented.	Job Description for all staff. Volunteer Policy (April 2017)

3.2 Make sure there are arrangements in place for the effective involvement of any volunteers, including what to do if any problems arise.

Actions our charity takes to meet standards:	Evidence of our actions:
Induction procedures for volunteers are agreed and documented.	Volunteer Policy (April 2017) – including extensive induction process. To be updated to reflect role of students.
Whistle-blower Policy	Policy approved by board of directors (July 2018). Board member named as point of contact.

3.3 Make sure there are arrangements in place that comply with employment legislation for all paid staff including:

- recruitment;
- training and development;
- support, supervision and appraisal;
- remuneration (money paid for work); and dismissal.

Actions our charity takes to meet standards:	Evidence of our actions:
Staff Induction	Employee induction process (March 2018)
Board of Directors involved in employment policies and procedures. Board of Directors' seek legal advice from external HR consultants where necessary.	Directors approve all new permanent employment contracts. Annual HR contract with Adare HRM- with Board of director access to service. Employment Contracts reviewed by external HR company. Updated HR Policies and Procedures available online to all employees and directors.
Regular staff meetings/supervision.	Daily staff conversations. Occasional staff lunches. Staff have opportunity to present about their work to the board (Nov 2018) Commitment to supporting employee professional development (e.g. ongoing support with studies)
The Charity is registered as an employer with Revenue Commissioners and has an up to date Tax Clearance Number..	Tax registration No : 9590399K Tax Clearance Number: 251325
Staff appraisals and evaluations are carried out on a regular basis.	Staff appraisals completed January 2020

3.4 Agree operational policies where necessary, to guide the actions of everyone involved in your charity.

Actions our charity takes to meet standards:	Evidence of our actions:
Board consider and approved operational policies covering key aspects of the charity's operations.	Financial policies and procedures, Travel and subsidence policy, Recruitment policy Health and Safety policy; Complaints and grievance procedures Data protection Conflicts of interest
Review and update existing policies as necessary.	8 policies reviewed in 2019. Further policies scheduled for review in 2020/21.

Principle 3: Leading People **ADDITIONAL STANDARDS**

- 3.5 Make sure to document the roles, legal duties and delegated responsibility for decision-making of:**
- individual charity trustees and the board as a whole;
 - any sub-committees or working groups;
 - staff and volunteers.

Actions our charity takes to meet standards:	Evidence of our actions:
We ensure that key staff/volunteers understand their responsibilities and lines of authority, communication and reporting with the board of directors. Their roles and responsibilities discussed, agreed and documented.	Approved Organisation Chart (Sept. 2019) Policies include; Division of Responsibilities between Chairperson of the Board and Executive Director (March 2018) Schedule of matters reserved to the Board for decision (July 2018)
Board of Directors understand their legal duties and responsibilities.	Board Induction programme Training programme for board of directors Attendance at relevant conferences/ networking events.
We update the terms of reference for the board and each of its sub-committees to make it explicit where monitoring lies within the organisation.	Terms of references for the board and any sub-committees https://www.carealliance.ie/About-Us

3.6 Make sure that there are written procedures in place which set out how volunteers are:

- **recruited; supported and supervised while within your charity; and**
- **the conditions under which they exist.**

Actions our charity takes to meet standards:	Evidence of our actions:
Written volunteer recruitment policy is in place and all volunteers are properly trained, supported and supervised in line with our policies and procedures.	Volunteer recruitment policy (April 2017)

3.7 Decide how you will develop operational policy in your charity. You also need to decide how your charity trustees will make sure that the policy is put in place and kept up-to-date.

Actions our charity takes to meet standards:	Evidence of our actions:
<p>We ensure that new employees/ volunteers/ contactors are trained and familiar with our policies and procedures, and that existing staff receive appropriate training.</p> <p>Policies and procedures are reviewed periodically.</p>	<p>Staff induction most recently took place in March 2018. Staff avail of training opportunities.</p> <p>All relevant policies provided to new staff and board of directors.</p> <p>Corporate Governance Handbook – Updated and approved by board (February 2020.)</p> <p>8 policies reviewed in 2019. Further policies scheduled for review in 2020/21.</p>

Principle 4: Exercising Control **CORE STANDARDS**

4.1 **Decide if your charity’s current legal form and governing document are fit for purpose. Make changes if necessary, telling the Charities Regulator in advance that you are doing so.**

Actions our charity takes to meet standards:	Evidence of our actions:
Constitution in keeping with Charity and Company Law	Approved by Revenue Commissioners in June 2017. Approved by board of Directors Sept 2017. Review scheduled for 2021.

4.2 **Find out the laws and regulatory requirements that are relevant to your charity and comply with them.**

Actions our charity takes to meet standards:	Evidence of our actions:
Ongoing Sectoral Review	Executive Director signed up to sectoral ezines (The Wheel, Charity Regulator, Revenue Commissioners etc.)
In compliance with Regulatory Filing and other Operational Requirements	May-Aug 2020 Lobbying reports submitted (Sept. 2020), 2019 Annual Report submitted to CRA (July 2020), Form B1 submitted to CRO (July 2020). Quorate 2020 AGM Took place Sept 15 th 2020.

4.3 **If your charity raises funds from the public, read the Charities Regulator’s guidelines¹ on this topic and make sure that your charity adheres to them as they apply to your charity.**

¹ See Guidelines for Charitable Organisations on Fundraising from the Public - available from: <https://www.charitiesregulator.ie/media/1083/guidance-for-fundraising-english.pdf>

Actions our charity takes to meet standards:	Evidence of our actions:
N/A (We do not engage in direct public fundraising).	n/a

4.4 Make sure you have appropriate financial controls in place to manage and account for your charity's money and other assets.

Actions our charity takes to meet standards:	Evidence of our actions:
Comprehensive Set of Financial Policies and Procedures	Document reviewed and approved (November 2019)
	2 signatories for all payments over €1,000.
	Monthly Independent Financial Management Reports – sent to Treasurer. Detailed and updated financial report sent to board every second meeting,
	External auditors review/highlight internal control weaknesses
	Treasurers Report is standing item on Board meeting agendas.

4.5 Identify any risks your charity might face and how to manage these.

Actions our charity takes to meet standards:	Evidence of our actions:
Risk Register	Updated, reviewed and approved by Audit and Risk Committee and then by full board (April 2020)

4.6 Make sure your charity has appropriate and adequate insurance cover.

Actions our charity takes to meet standards:	Evidence of our actions:
The charity has appropriate and adequate insurance cover.	Policies reviewed by Treasurer (March 2019) Reviewed annually by Executive Director.

Principle 4: Exercising Control **ADDITIONAL STANDARDS**

4.7 You should have written procedures to make sure that you comply with all relevant legal and regulatory requirements.

Actions our charity takes to meet standards:	Evidence of our actions:
Create and review policies	Corporate Governance Board Handbook. We aim to review policies every 2 years.
Agreements and Contacts reviewed	Chair has copy of each agreement/contract in place. Board sign off on new contracts as necessary (eg; Pobal SSNO Grant Aid Agreement June 2019)

4.8 Make sure there is a formal risk register that your board regularly reviews.

Actions our charity takes to meet standards:	Evidence of our actions:
Risk Register	Updated, reviewed and approved by Audit and Risk Committee and then by full board (April 2020)

4.9 Consider adopting additional good practice standards that are relevant to the particular work that your charity does.

Actions our charity takes to meet standards:	Evidence of our actions:
We are fully compliant with the Charities SORP.	2019 Directors Report and Audited Financial Statements https://www.carealliance.ie/publications/annualreports Winning Good Governance Award (Small Charity) 2016,2017, 2018. Shortlisted 2020.
Protocols in Place for Online Group Moderation Work	Iterative policies and protocols for staff/volunteers – constantly reviewed and updated.

Principle 5: Working Effectively **CORE STANDARDS**

- 5.1 Identify charity trustees with the necessary skills to undertake:**
- any designated roles set out in your governing document; and
 - other roles as appropriate within the board.

Actions our charity takes to meet standards:	Evidence of our actions:
Skill sets of Directors documented	Collated by Chair. (Jan 2019)
Use Boardmatch Ireland	Use to recruit suitable directors. (Nov 2019)
Review Board Performance	Completed March 2018 www.boardcheckup.com New review scheduled for March 2021.

- 5.2 Hold regular board meetings. Give enough notice before meetings and provide prepared agendas.**

Actions our charity takes to meet standards:	Evidence of our actions:
Bi-Monthly Board Meetings	Agenda and Minutes (September 15 th 2020)

- 5.3 At a minimum, your board agendas should always include these items:**
- reporting on activities;
 - review of finances; and
 - conflicts of interests and loyalties.

Actions our charity takes to meet standards:	Evidence of our actions:
Agreed Agenda with standing items including statements/conflicts of interests, report on activities, finance and research committee reports, governance, membership.	Board Agenda (November 24 th 2020) Minutes reviewed, agreed, signed and stored electronically.
Meeting notices, agendas and other relevant papers are provided to the board members by the Executive Director at least five working days in advance of meetings	Report to Board (November 16 th 2020)
Minutes are taken of board meetings and all other formal decisions of the board are properly recorded.	Minutes (Sept 15 th 2020)

5.4 Make sure that your charity trustees have the facts to make informed decisions at board meetings and that these decisions are recorded accurately in the minutes.

Actions our charity takes to meet standards:	Evidence of our actions:
Suitable documents sent to Board Members in advance of Board meetings	November 16 th 2020 list of documents sent to board.
Regular and clear reports are received on the charity's activities and finances.	Executive Director report and Financial update to end October 2020 including Management Accounts sent to board -Nov 16 th 2020.

5.5 Consider introducing term limits for your charity trustees, with a suggested maximum of nine years in total.

Actions our charity takes to meet standards:	Evidence of our actions:
Our 2017 Constitution sets 6 years limit	Three board members resigned in Sept. 2020 following 6 years service.
Board members are appointed, resign, or retire according to our governing document and we keep appropriate records with details of when their term is up and if they are eligible for re-appointment.	Two board members resigned and offered themselves for re-appointment at Sept 2020 AGM.

5.6 Recruit suitable new charity trustees as necessary and make sure they receive an induction.

Actions our charity takes to meet standards:	Evidence of our actions:
Induction and training takes place for all board members.	Induction of two new board members (October 2020)
Due Diligence is completed in Board Recruitment per CRA Guidelines	References/Nominee organisation checked (Aug 2020), Pre-election conversation with Chair (August 2020)

5.7 Make sure all of your trustees understand:

- their role as charity trustees;
- the charity’s governing document; and
- this Code.

Actions our charity takes to meet standards:	Evidence of our actions:
Comprehensive Board Induction per CRA guidelines.	October 5 th 2020
Our governing document is regularly revisited to ensure that the board members are aware of the specific powers laid down in our constitution.	Reviewed and approved by board members (Sept 2017). Review scheduled 2022.
All board members read the Charities Governance Code and discuss it at a meeting.	Read (October 2020). Discussed/Approved (November 24 th 2020)

5.8 Commit to resolving problems and emerging issues as quickly as possible and in the best interests of your charity.

Actions our charity takes to meet the standards.

Actions our charity takes to meet standards:	Evidence of our actions:
Regular and Open communication between Staff; between Executive Director and Officers, and between Board of Directors.	Regular meetings/phone conversations/Zoom calls, email exchanges, joint working on documents.
Unscheduled board meetings are held where necessary and decisions occasionally approved in principle by email.	Four new Membership applications approved by email in January 2020.
We ensure that enough time is allocated for discussion. We ensure that all meetings are quorate	Timed agenda – 2 hour board meeting. Longer occasionally if agenda is particularly full. Average board of directors attendance of 79% in 2019.

5.9 From time to time, review how your Board operates and make any necessary improvements.

Actions our charity takes to meet standards:	Evidence of our actions:
Aim for Bi-Annual board appraisal is carried out to address key areas of working.	Review completed March 2018 https://www.boardcheckup.com/ Another one schedule for March 2021.

Principle 5: Working Effectively **ADDITIONAL STANDARDS**

5.10 Make sure you send out board packs with enough notice and include all relevant reports and explanatory papers to enable informed decision-making.

Actions our charity takes to meet standards:	Evidence of our actions:
Board of directors receive regular information regarding our organisation's activities, assets and resources, and progress against targets.	Board pack sent November 16 th 2020

5.11 Make sure that you have a charity trustee succession plan in place and consider how you can maximise diversity among your charity trustees.

Actions our charity takes to meet standards:	Evidence of our actions:
Succession Plan.	Both the Chair and the Exec. Dir. Review board composition and tenure and seek minority/under-represented populations for board consideration. Exec. Director records and reminds board and chair of duration of each directors tenure. Regular discussions. Four new directors secured since late 2019.
Diversity	Good age, gender and ethnicity balance on the board
	Directors register kept updated.

5.12 Put in place a comprehensive induction programme for new charity trustees.

Actions our charity takes to meet standards:	Evidence of our actions:
Induction Programme for all new Directors	New director x 2 Induction (October 2020)

5.13 Conduct a regular review that includes an assessment of:

- the effectiveness of your board as a whole, office holders and individual charity trustees
- adherence to the board code of conduct; and
- the structure, size, membership and terms of reference of any sub-committees.

Actions our charity takes to meet standards:	Evidence of our actions:
Bi-Annual board appraisal is carried out to address key areas of working.	Review completed March 2018 https://www.boardcheckup.com/ New review scheduled for April 2021
Committees existence, Terms of Reference and membership kept Under Review	TOR approved for each Committee (July 2016, Sept 2018) Under review Nov 2020.
The board is an appropriate size to be effective and support delivery of outcomes (recommended not more than 12 members).	Current size is 9 directors.

5.14 Do regular skills audits and provide appropriate training and development to charity trustees and staff. If necessary, recruit to fill any competency gaps on the board of your charity.

Actions our charity takes to meet standards:	Evidence of our actions:
Bi-Annual board appraisal is carried out to address key areas of working.	Review completed March 2018 https://www.boardcheckup.com/ New review scheduled for April 2021
Board training	Each board member is required to take part in a minimum of one piece of formal external training annually. Chair/Executive Director currently undertaking audit of compliance.
Annual staff appraisals	Completed January 2020

Principle 6: Being Accountable **CORE STANDARDS**

6.1 **Make sure that the name and Registered Charity Number (RCN) of your charity is displayed on all of your written materials, including your:**

- **website;**
- **social media platforms; and**
- **email communications.**

Actions our charity takes to meet standards:	Evidence of our actions:
Our charity name and Registered Charity Number as entered on the Register of Charities are clearly displayed	RCN number on all our written materials including headed paper, compliments slips, websites, social media platforms and email communications.

6.2 **Identify your stakeholders and decide how you will communicate with them.**

Actions our charity takes to meet standards:	Evidence of our actions:
We produce an annual report with details of our organisational purpose, accounts and activities every year, which is widely available and easy to access on our website.	2019 Directors Report. See https://www.carealliance.ie/publications_annualreports
Communications Policy	Reviewed and updated regularly (March 2018)
Stakeholder Mapping	Conducted in 2017 – informs other actions.

6.3 **Decide if and how you will involve your stakeholders in your:**

- **planning;**
- **decision-making; and**
- **review processes.**

Actions our charity takes to meet standards:	Evidence of our actions:
We hold an annual meeting with our members (if applicable) in line with our governing document to report on our activities.	2019 AGM Minutes (Sept 15 th 2020)
Strategic Planning	Following board discussion, member organisations were invited to input into review and development of new Strategic Plan.
We host relevant seminars/ networking events.	Research Conference (Nov. 2018). Collaborative online Research seminar with UCC (October 2020)

6.4 Make sure you have a procedure for dealing with:

- queries;
- comments; and
- complaints.

Actions our charity takes to meet standards:	Evidence of our actions:
Operational Policies Agreed	Clarity between staff on roles and responsibilities. Contact us function on website. Staff mobile numbers available on website and mail signature files.
Complaints Policy	Approved November 2016 See https://www.carealliance.ie/userfiles/files/About/Complaints_Policy_CAI_Nov_2016.pdf Details of any complaints received and how they were dealt with share with HSE. Summary details provided to board. Addition to Risk Register Under consideration.
Feedback Recorded	Feedback received WRT online family carer support group documented.

6.5 Follow the reporting requirements of all of your funders and donors, both public and private.

Actions our charity takes to meet standards:	Evidence of our actions:
Submit the required returns in full and on time	SSNO July 2019-June 2020 progress report – submitted September 2020. Financial returns H1 2020 submitted October 2020.

Principle 6: Being Accountable **ADDITIONAL STANDARDS**

6.6 Produce unabridged (full) financial accounts and make sure that these and your charity’s annual report are widely available and easy for everyone to access.

Actions our charity takes to meet standards:	Evidence of our actions:
We produce comprehensive annual report and full financial statements which are publicly available from our website.	2019 Directors Report and Audited Financial Report See https://www.carealliance.ie/publications_annualreports Winning Good Governance Award (Small Charity) 2016,2017,2018. Shortlisted 2020.

6.7 Make sure all the codes and standards of practice to which your charity subscribes are publicly stated.

Actions our charity takes to meet standards:	Evidence of our actions:
We state our compliance with Charities SORP and the Charities Governance Code in our annual reports and on our website.	2019 Directors Report and Audited Financial Report See https://www.carealliance.ie/publications_annualreports Winning Good Governance Award (Small Charity) 2016,2017,2018. Shortlisted 2020.

6.8 Regularly review any complaints your charity receives and take action to improve organisational practice.

Actions our charity takes to meet standards:	Evidence of our actions:
We follow the procedure set out in our Complaints Policy. The policy is reviewed and updated on a regular basis.	Policy scheduled for urgent review
Board of directors receives a regular report on the number and type of complaints received.	Report to board (Nov 2020)

www.charitiesregulator.ie
© Charities Regulator 2018