

Policy – Request for return of donations

Policy Area	Donor Services and Dev	Policy Number	D5
Approved by the Board	December 2018	Next review date	November 2020

Purpose

A donation is a charitable gift for which a tax deductible receipt is issued and is non-refundable.

On rare occasions a gift is made following a technical or transactional error and requests are received for the return of the funds.

The purpose of this policy is to outline the process for return of fund following a provable transactional or technical error as well as the cancellation of the tax deductible receipt.

Policy

1. In normal circumstances donations will not be returned to a donor.
2. Where a donor requests the return of a donation which has been made as a result of a technical or transactional error, ACF must be notified within 4 weeks of the date of the donation being made and the procedure below will be applied.
3. A signed communication from the donor with full explanation of the error is received by ACF within 4 weeks of the donation being made.
4. The request is reviewed by the CEO which must at their sole discretion support that a transactional or technical error has occurred. If such an error is not believed to have occurred a refund will not be issued.
5. If a technical or transactional error is believed to have occurred, a letter from the CEO confirming that the donation will be returned and that tax deductible receipt/s will be cancelled is co-signed by ACF and the donor.
6. Donation is returned and donor confirms receipt of funds. The donor retains full responsibility for the cancellation of tax deductible receipts with the Australian Tax Office.
7. Any request for return of donations more than 4 weeks after the donation has been made will be declined.