



## THE NATIONAL CHILDREN'S CHOIR OF GREAT BRITAIN

### COMPLAINTS PROCEDURE

The National Children's Choir of Great Britain treats any complaint seriously, and will make every effort to address any complaint. The procedure for making a complaint is as follows:

1. In the first instance, the complaint may be made verbally to the Administrator/Head of Pastoral Care, who will ensure that it is made known to the Director. The complaint will be investigated, and will be answered either verbally or in writing within a reasonable period of time.
2. Should the complainant find this answer unsatisfactory, he / she should put the complaint in writing to the Director, who will endeavour to resolve the complaint and will reply to the complainant in writing.
3. If this response is also found to be unsatisfactory, the complaint should be made in writing to the Trustees of the Choir, via the NCCGB address. The Trustees will then consider the complaint and will reply to the complainant in writing. They will take any action necessary to resolve the issue.

22.01.10.