Choirs Aotearoa NZ Concerns and Complaints Process (Academy Choir)

You have an issue with students, staff, venue, billets etc

Your concern/issue is general OR involves a particular student or staff member

Make contact with the person concerned to arrange a time to discuss the matter privately, indicating what it is about. If the person is a student, ensure another staff member (Choir Manager or other CANZ Staff member) is available to join the discussion

Meet and discuss the issue. Try to work towards a resolution, with suggestions of changes in behaviour if required. Be prepared to listen to different points of view. This may require another meeting and/or involve the Choir Manager or CEO

Provide feedback to the person as to whether you were satisfied with the outcome, or if the issue is not resolved

Is the issue resolved?

YES NO

Your concern/issue has not been resolved by meeting the person concerned OR does NOT involve a particular staff member or student OR you do not wish to approach the person concerned

Make contact with the Choir Manager or CEO to arrange a time to discuss the matter. Indicate what it is about and the steps you have already taken to resolve it. Advise if you wish to have a support person present.

Meet with the Choir Manager or CEO and discuss the issue. Work towards a resolution, eg disciplinary action, compromise, action plan. Be prepared to listen to different points of view and provide feedback on the issue

The Choir Manager or CEO may involve other people concerned to assist with the resolution: trustee, parent, staff, school pricipal or guidance councillor

Is the issue resolved?

YES NO

Your concern/issue has not been resolved by the previous steps OR your concern is more serious OR involves the Choir Manager or CEO

The issue involves a student

Choir Manager, Student Liaison Manager and CEO to discuss further action: does student need to leave course, leave choir, see doctor or specialist.

Student Liaison Manager/ Choir Manager/ CEO to contact parents and/or school principal and/or school guidance councillor to discuss issue and proposed actions

Proposed actions to be communicated to student and parents. Set timeframe for actions/change in behaviour

Provide feedback to the person as to whether you were satisfied with the outcome, or if the issue is not resolved

Final resolutions put in place

The issue involves a CANZ staff

You can make a formal complaint to the CEO or Board of Trustees Chairperson

Put the complaint in writing, outlining the problem in detail, and the actions taken to resolved the issue to date. Include your name and contact details

Your complaint will acknowledged with an expected timeframe for resolution

The board follows the formal complaints process for considering the complaint and determining the appropriate investigation

Once the complaint has been considered and resolved, the CEO/Chairperson will write to you.

No further action required

Examples of concern / issue: student behaviour, staff behaviour, venue issues, minor host/billet issues

Examples of concern / issue: student behavior, staff behavior, venue issues, more complex host/billet issues

Examples: serious student bahaviour/breach of student code, mental illness, student is danger to themselves or others. Unsafe behaviour from billeting hosts

Examples: Concerns with staff behaviour, contractual issues, breakdown in staff relationships

Additional Policies to be read in conjunction with this process:

CANZ Vulnerable Child Policy (Academy Choir version)
Have a Voice (Academy Choir)
Code of Conducts (Academy Choir and CANZ general)