



South Norfolk Community Choir Complaints Procedure: It's OK to Complain

- We realise that everything doesn't work well all the time with what we do in choir.
- Please tell us if anything is wrong or doesn't work well for you in the choir.
- Our Choir Leader, Clare, will do her best to sort things out straight away.
- If you are still unhappy, you can talk to our trustees whose responsibility it is to put things right.
- The trustees will put a plan together to improve things in 28 days.
- If you still feel unhappy you can talk to SNCC Chair of Trustees and she will help sort things out.
- We will listen to what you say and change the way we work if that is possible.
- We want things to improve if we can.

Date for review: 6/6/2021