

Your Voice

Whatever you need to say, we want to hear it. Something personal – social, financial, musical, issues with staff, Health & Safety (eg billeting, sexual harassment) – or about the choir in general, one of our staff members is ready to listen.

1. Health or social issues or anything that is preventing you from fully joining in with choir rehearsals and activities.

At a course:

- Talk to **NZYC Manager Louise Jakeway** or other **CANZ staff member on tour**. This can be in private, or over a hot chocolate during morning tea - whatever is best for you. Or talk privately with the staff member you feel most comfortable with: **David, Morag or Michael**.
- Talk to your section leader – they can also talk to Louise on your behalf if you find this difficult.
- Talk to your Choir Leaders.
- NOTE: If you find things hard to talk about, you might want to bring a friend or put your thoughts in writing.

Between courses:

- Email or call Manager NZYC Louise Jakeway louise@choirsnz.co.nz / 0204 112 7064. Louise works most days and will be back in touch usually the same day or the next.
- Give feedback on rehearsal courses through our Post-Course Survey – link in the Facebook group. This can be anonymous if preferred. Through the survey you can also ask any staff member to give you a call about something worrying you. *Note: Only Louise Jakeway and Chief Executive Arne Herrmann will see the results of the survey. If you request to talk to any staff member we will pass on the message.*

Escalate your issue:

- If you feel you are not getting the engagement you need to your feedback or issues, or if you wish to raise a situation with someone who is not part of the choir or its immediate operational or artistic staff, you can escalate your concern to our Chief Executive: Arne Herrmann, ceo@choirsnz.co.nz or 04 499 0692 or our chair directly Amanda Barclay chair@choirsnz.co.nz. Wishes you communicate around confidentiality will be respected and any action we feel that it is important to take in response to what you have told us will be discussed with you first.

2. Music issues: eg feeling you can't keep up, vocal strain, pronunciation questions, not sure what you should be practicing etc.

At a course:

- Talk to Morag Atchison or David Squire
- Talk to your section leader
- Ask a question on our closed group Facebook page

Between courses:

- In the first instance ask a question on our closed group Facebook page
- Email David or Morag

The CANZ and NZYC specific written policies to address important topics, you will on the NZYC website:
<https://www.nz youthchoir.com/about/our-commitment/>

Code of Conduct
Health and Safety Policy
Privacy Policy

The page will be regularly updated and we will notify you about any changes.