

Policy Statements for Members & Parents of Cathedral Choirs

Complaints Policy

If parents have any concerns, they must raise these first with a member of the Music Department, who will endeavour to resolve the issue swiftly. The Complaints Policy, available from the Chapter Steward and from the website outlines the process for complaints that have not been resolved satisfactorily.

Complaints Procedure

For a copy of the Cathedral's Complaints Policy, please contact the Chief Operating Officer.

Emily MacKenzie, Chapter Steward / Chief Operating Officer

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Email: Emily.MacKenzie@gloucestercathedral.org.uk

In order to make the children's time in the choir happy and productive, we ask that they abide by the following rules:

- Respect and support each other. A Choir is, by its very nature, a team, and we must all adopt a team mentality in order to achieve success.
- Respect the members of staff in charge. During rehearsals remain quiet and co-operative at all times, listening to and following the musical and behavioural instructions given to them. During 'down time', co-operation is still expected. Whilst a level of fun and exuberance is normal, behaviour should be at a level that has no adverse impact on other children, this falls in line with the Cathedral Safeguarding Policy. Members of staff will become familiar to the children and will inevitably build a working rapport, but children must remember staff are responsible for you; insolence and a lack of respect will be taken very seriously and could jeopardise a child's place in the choir.
- The Cathedral is a place of worship - this should be remembered at all times. Talk quietly when moving around or through the Cathedral, and walk when inside the building. Respect the privacy of everyone in the Cathedral and remember that many people come to find a quiet space for personal thoughts and prayers.
- During rehearsals and Services within the Cathedral, as well as in external venues, a completely professional attitude should be maintained to uphold the reputation of Gloucester Cathedral Choirs. Always listen to instructions, and always conduct yourselves with decorum.