The Chair and committee of St George’s Singers handle the majority of issues / complaints / grievances raised by our community in an informal manner, sometimes spending time responding tactfully and sympathetically to potential grievances. These matters are usually resolved quickly, sensitively and to the satisfaction of those involved, maintaining confidentiality if, and when, appropriate. Section representatives act as a conduit to the committee for matters, ideas and issues raised by choir members in their section.

However, there are occasions when individuals behave or act in a way that is deemed unreasonable or vexatious, (*undermining the stated values of the choir and the day-to-day running by the committee).*

The committee has discussed at length the potential risk to our reputation if we do not correctly handle current or past members of our choir and others who have been identified as being either vexatious or unreasonable in their behaviour or demands of the Chair and committee. Such behaviour is extremely rare but may be characterised by:

1. actions / communications which are repetitious, persistent, obsessive, prolific and harassing;
2. prolific correspondence or excessive e-mail or telephone contact about a single concern;
3. an insistence on only dealing with the Chair on all occasions irrespective of the issue or the level of delegation needed in the committee to deal with such matters;
4. actions / communication which undermine rather than enhance the progress of committee / Choir matters.

If such a situation arises, it may be appropriate for the following course of action to be implemented.

**Action Plan**

1. Identify an appropriate Single Point of Contact (SPOC) from the committee who will deal with all communication with the individual and assess on a case by case basis whether it needs to be shared with some / all of the Committee.
2. Identify a small (2-3) team from the Committee with who will provide the SPOC with any support needed in their role.

Initial communication with the individual will be professional and courteous and may include clear statements that the SPOC:-

* 1. is now the sole member of the committee to whom the identified individual will communicate matters that require the attention at committee level, [to ensure consistency for the benefit of all concerned].
  2. will consider all communication with the individual, assessing if any new idea / issue / grievance is raised, and ensure that this is considered as appropriate by the SPOC or committee;
  3. provides no guarantee of confidentiality in communication if they deem it in both the Choir’s and the individual’s benefit for other members of the Committee to be involved;
  4. will only acknowledge receipt of emails that repeat matters already addressed by the SPOC / Committee.