



Code of Conduct

Newry Chamber Music (NCM) exists primarily to enhance the concert going experience of the citizens of Newry, Mourne and Down and South Armagh and to provide world-class chamber music concerts on a regular basis. We have a secondary role of providing occasional masterclasses for young musicians and opportunities for local amateur musicians to become involved in music making with us.

We also actively seek opportunities to collaborate with other local arts organisations.

In order to ensure that Newry Chamber Music continues to enjoy a reputation both nationally and internationally as a well run, world-class music society, delivering the highest standards of excellence both on and off the concert platform, we have adopted the following code of conduct which should be closely observed and agreed to by directors, board members, artistic directors, administrators and artists and facilitators who are engaged by Newry Chamber Music.

Our Code of Conduct

Public concerts

1.1 Bookings for concerts can be done online or by telephone. Calls aimed to be answered immediately but if this is not possible they will be returned by the administrator within 24 hours. Bookings made via the website or by email will be acknowledged within 24 hours.

1.2 Should a concert become ‘Sold Out’ a waiting list will be drawn up and the person making the enquiry will be notified of their position on the waiting list.

1.3 All front of house representatives will be courteous and respectful when dealing with audience members. Audience will be greeted upon arrival. Representatives should make an effort to answer any questions which could arise. This could relate to seating, location of facilities, expected length of the concert or interval. Representatives should also be aware of our membership scheme and be able to direct audience to the right person should they enquire about becoming a Friend of Newry Chamber Music

1.4 Artists are expected to verbally engage with the audience during the concert to give some background information about the music, composer etc. NCM representatives will make sure that artists are aware of this at time of booking.

1.5 Where appropriate artists may mingle with audience members at the end of a concert. There will be no obligation for the artist to go ‘Front of House’ after an event.

1.6 Audience members wishing to talk to an artist backstage should ask an NCM representative who will make the request to the artist.

1.7 Appropriate thank you announcements will be made by the NCM representative at the end of a concert.

1.8 The NCM representative will stay at the venue until the audience have left and remove any items belonging to the society (lighting, music, music stands).

2. Workshops involving children

2.1 It is a requirement of NCM that a parent/guardian is present at workshops run by NCM.

2.2 Facilitators for workshops should be aware of our Safeguarding and Child Protection policies and should notify NCM of their status in relation to police checks.

2.3 An NCM official will be present at all workshops outside of a school setting.

2.4 Where a workshop takes place in a school, a member of the teaching staff must be present.

2.5 Parents/guardians must notify NCM of any medical issues that may arise during a workshop. (Example if a child has a nut allergy or asthma).

2.6 Bookings must be made in advance for workshops and contact details of the parent/guardian provided at time of booking.

2.7 Should an occasion arise where a child’s safety is in question at an NCM event and where a parent/guardian/teacher is not on site, the incident should be reported to the designated officer who will take steps to report it to the appropriate statutory services.

2.8 NCM’s designated Child Protection Officer is Joanne Quigley-McParland who can be reached at 028 30828632 or by emailing info@newrychambermusic.com

3 Workshops involving adults

- 3.1 NCM facilitators will be respectful at all times to participants of courses.
- 3.2 Where a facilitator wishes to demonstrate something and physical contact is required to do so, the permission of the participant will be sought in advance.
- 3.3 NCM facilitators will use appropriate language in lessons and aim to put participants at ease.
- 3.4 It may be the case that participants feel reluctant or shy in a performance or group workshop setting. NCM facilitators will encourage everyone to participate but without force or manipulation.

4 Conduct of Board Members and Staff

- 4.1 Board members and Staff are ambassadors for the society and as such are seen as the 'Members' of NCM.
- 4.2 Members should not engage in any conduct which could bring NCM into disrepute or adversely affect the interests or reputation of NCM.
- 4.3 Members should support NCM in its endeavours to promote chamber music and to serve the interests of the local concert going public.
- 4.4 Members should not engage in dishonest, abusive or bullying behaviour in relation to their dealings with other NCM members, NCM Staff or the concert going public.
- 4.5. Unless speaking, having been duly briefed, in an official capacity on behalf of NCM, members must make it clear that their opinions, whether made known publicly or privately, are personal and are not those of NCM. If a member has any comments, complaints, or matters of general concern in relation to the administration or governance of NCM he or she should refer these matters to the NCM's directors or chairman of the board at the earliest opportunity.

Complaints Procedure

NCM endeavours to ensure that the services we provide fully meet the expectations of our audience and participants and are delivered in a friendly, courteous, efficient and professional manner. If any customer feels that they have an issue with the service received, they have the right to complain directly to the individual they have been dealing with, where we would hope that any problems can be resolved.

If this proves not to be the case and a customer feels that they should lodge an official complaint, they should do so in writing to the directors of NCM. A response to the compliant will be issued in writing within 30 working days and appropriate action will be taken by the directors and the board if required.

