

SOP: Protocol for Managing Meeting Changes and Cancellations

This SOP details the **protocol for managing meeting changes and cancellations**, covering notification procedures, updating meeting invites, communication with participants, rescheduling guidelines, and documentation requirements. The aim is to ensure clear, timely, and efficient handling of any modifications to scheduled meetings to minimize disruption and maintain effective collaboration.

1. Scope

This protocol applies to all staff who organize or participate in scheduled meetings within the organization.

2. Notification Procedures

- Inform all meeting participants as soon as a change or cancellation is identified.
- Notification should be sent via the primary communication channel (e.g., email or calendar invite system).
- Include details of the change (date, time, location, or status) and the reason for the modification, if applicable.
- For same-day changes, use urgent communication methods (e.g., phone call, instant messaging) in addition to written notification.

3. Updating Meeting Invites

- Update the meeting invite in the organization's calendar system to reflect the new date, time, and location, or mark as cancelled.
- Remove or update any relevant agenda attachments as necessary.
- Ensure all updated information is clear and accurate before sending revised invites.

4. Communication with Participants

- Provide clear instructions on next steps (e.g., rescheduling details, or confirmation the meeting is cancelled).
- Offer participants the opportunity to ask questions about the changes.
- Respond promptly to queries regarding the schedule modification.

5. Rescheduling Guidelines

- Propose alternative dates/times that consider the availability of key participants.
- Use scheduling tools to coordinate and confirm the new meeting time.
- Once confirmed, issue a new or revised meeting invite promptly.

6. Documentation Requirements

- Document all changes and cancellations including the date, time, and reason for the change.
- Retain records of original and revised invites or notifications as part of meeting documentation.
- Include a summary of changes in the official meeting records if applicable.

7. Review and Compliance

- Review this SOP annually and update as required.
- Non-compliance should be reported to the relevant supervisor or administrator.