



How to make a complaint...and what happens then.

Your feedback is important to us

The Salvation Army values feedback from the people we serve, regardless of their age, cultural background, disability, ethnicity, gender, gender identity, language, life experience, religious belief or sexual orientation.

We encourage you to have a say about what we do and how we do it. Your feedback provides us with information to learn and guides our efforts to improve what we do.

When should I complain?

- If you are unhappy about the way you have been treated by a Salvation Army worker, the service you have received, or the product provided
- If you have had an experience that is causing you to feel unhappy, unsafe or distressed

How can I make a complaint?

We encourage you to make your complaint in any way that feels safe and comfortable for you.

You can:

- Speak to any Salvation Army worker about your complaint in person
- Ask any Salvation Army worker for the email address for the place you attend so that you can send an email
- Lodge a complaint online on The Salvation Army's website at www.salvationarmy.org.au/contact-us

If you are not sure what to say or write, you can ask a parent, carer or trusted friend to help make a complaint or ask them to be with you when you make your complaint.

What will happen once I make a complaint?

Once we receive your complaint, a Salvation Army worker will be assigned to look into your complaint.

Salvation Army worker's will:

- Listen to you about your concerns and experiences
- Explain our complaints process and provide you with opportunities to be involved in this process and in any actions or decisions that may affect you
- Treat the information you provide confidentially unless you tell us differently or if we have a legal requirement to share your information – we will let you know if we need to share your information with anyone else
- Take steps to ensure that you will not be treated differently because you have made a complaint
- Not discriminate against you due to your age, cultural background, disability, ethnicity, gender, gender identity, language, life experience, religious belief or sexual orientation

Ask questions

If you have questions at any stage of the process, speak to The Salvation Army worker assigned to work with you on your complaint. We encourage you to speak up and ask questions if you are unsure about what is happening or if you don't understand any aspect of what we are doing.

Ask as many questions as you need to understand what we are doing. You may want to know:

- How we will keep you safe?
- Who we may need to share this information with and why?

- What will happen next?
- Who will speak to you and when? Can you have someone to support you?
- If you're not happy about what we can do with your complaint, what is the next step for you? What will we do?

What if I'm still not happy?

If you are not happy with how we have worked to resolve your complaint you may request a review of how your complaint was handled. The Salvation Army complaints process provides you with the opportunity to ask for a review. If you wish your matter to be reviewed, please speak to The Salvation Army worker who has been assisting you.

A review will always be undertaken by a senior Salvation Army worker who has not been involved in handling your complaint.

If you are still not satisfied with the review of your complaint, you can take the matter to an external authority. We will support your choice to do so and can provide you with information on which external authority you can take the matter to.

