

HOW TO MAKE A COMPLAINT

If anyone or any activity at The Salvation Army makes you feel unsafe, concerned or hurt, it is important that you tell someone. This is called making a complaint.

1. Tell someone

Talk to someone you trust about your concern, worry or complaint. This may be a parent, someone who looks after you or a friend. You may choose to talk to someone you trust who is from The Salvation Army.

Ask them to listen and hear your complaint, and help you with it.

You may want to ask them to be with you when you make your complaint.

2. Find out how to make a complaint

It can be hard to speak up and tell people when you are worried about something or have a complaint. It can be difficult to know who the right person is to talk to.

It is usually best to talk to someone you know and trust.

There are different ways you can make a complaint – you could meet someone to talk to them, you could write us a letter or send us an email.

You may want to make your complaint through our online Complaints form. Visit salvationarmy.org.au/contact-us/complaints and complete the email form.

Make your complaint any way that feels safe or is comfortable for you.

3. Plan what you want to say

It can be helpful to write down what you are not happy with. You may think about:

- What is your concern or complaint?
- How has this made you feel?
- What do you want to happen? What do you think should be done? (If you don't know that's also OK).

You may need to talk to a couple of people in The Salvation Army. These notes will be helpful for you to remember what happened or what you've already told other people.

4. Ask questions

We will treat you with respect by listening to you and speaking to you calmly and politely when you make your complaint or talk about your concern.

If you need to take a break, just let us know that you need to take some time out. We will wait.

Ask as many questions as you like. You may want to know:

- How we will keep you safe?
- Whether the information you give us will be kept private? And if not, 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?



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5. *Keep notes*

Write down who you spoke to or wrote to, the dates and anything they said to you about what they were going to do. You can ask someone to help you with this. You can also write down how you feel about what we did.

6. *Keep at it*

Don't be scared or worried to keep telling us about a concern or complaint – this can be to the same person or a different person.

Keep telling us until you feel safe and that your concern has been dealt with.

The Salvation Army cares about you, and we want you to be safe whenever you are attending any program, event or service with us.

Whether you come to us to learn, play or pray – your safety and wellbeing is central to all we do.

The Salvation Army has guidelines for how we will deal with feedback and complaints. We will take your complaint seriously and act quickly. If you want more information, ask someone from The Salvation Army.

