



## Complaints Management Policy

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<b>Our Commitment</b>	<p>The Salvation Army has a complaints management process and we want all people to be comfortable letting us know when they are concerned or dissatisfied about any activity, event or service we provide.</p> <p>We will work with people to resolve such matters, as doing so provides us an opportunity to continually improve the services we deliver.</p>
<b>Our Obligations</b>	<p>We comply with our obligations under the law, including the requirements:</p> <ul style="list-style-type: none"><li>• To report certain matters to Police and other authorities; and</li><li>• To collect and use personal information related to the complaint in accordance with our <a href="#">privacy policy</a>.</li></ul>
<b>Our Process</b>	<p>Our complaints management process is designed to:</p> <ul style="list-style-type: none"><li>• Be easy to use,</li><li>• Offer a transparent and fair process that allows all people involved to have their say,</li><li>• Consider all points of view; and</li><li>• Provide clearly explained answers to the concerns raised.</li></ul>
<b>Your Rights</b>	<p>The Salvation Army respects your right to:</p> <ul style="list-style-type: none"><li>• A timely response,</li><li>• No victimisation in the way we provide services to you if you have made a complaint,</li><li>• Be supported through the complaints process,</li><li>• Withdraw the complaint at any point in the process,</li><li>• Access and receive support from a person (advocate) of your choice,</li><li>• Access external bodies/tribunals at any point in the process; and</li><li>• An internal review of the process undertaken during the resolution of your complaint if you are unhappy with the outcome.</li></ul>
<b>Your feedback is important</b>	<p>The Salvation Army is open to all forms of feedback (Complaints, Suggestions and Compliments) as your experience helps us to deliver the best support possible to the communities we serve.</p>

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