

FOR CHILDREN: HOW TO MAKE A COMPLAINT



The Salvation Army is a child-safe organisation



You should always **feel safe**.



If any Salvation Army person or activity makes you feel unsafe, concerned or hurt, it's important that you tell someone – this is called **making a complaint**.



Talk to someone you trust. Like a parent, a person who looks after you, a friend or someone you trust from The Salvation Army for example, your youth worker, case manager, program leader, Corps Officer or anyone you feel comfortable with at The Salvation Army.



If you can't talk about your complaint out loud, you can **write** it down or **draw** a picture on paper and give it to us.



If you still feel sad, worried or scared you can contact:



The Salvation Army cares about you and we want you to be safe whenever you attend 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.