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The Salvation Army  
William and Catherine **BOOTH COLLEGE**

PRIVACY LEGISLATION

## COMPLAINT PROCEDURE

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- ✚ When a person makes a complaint, they will be asked to complete the complaint form.
  - ✚ The complaint form will be given to the privacy officer to follow through with the employee responsible for the area for which the complaint is made.
  - ✚ The findings will be recorded on the complaint form and the person making the complaint will be notified of the results in writing.
  - ✚ Any action needed will also be recorded on the form.