

1 November 2005

Without Prejudice

L.J.S

Mr. Ralph Doughty

REDACTED




Dear Ralph,

On return from two weeks out of the office I have received your letter of 22nd October. I am glad you have taken the step of approaching us in this direct manner.

We would definitely like to respond appropriately to your complaint. To assist us in doing this I want to ask you if you could prepare a somewhat more detailed Statement of Complaint. Often we encourage persons to meet with an independent contact person who is often a psychologist to assist them with this preparation. We would meet the costs of that.

Once we have received your complaint we will take it to our Personal Injuries Committee. Following that I would want to meet with you and allow you to tell your story in person. I would then be able to respond on behalf of The Salvation Army.

I note you request compensation. We do make ex-gratia payments to some of the persons who make complaints and we will be willing to discuss this with you.

Thank you for contacting us.

Yours sincerely,

Peter Farthing (Major)
SECRETARY FOR PERSONNEL