

Geoff M Webb/AUS/SArmy  
08/02/2008 09:35 AM

To REDACTED  
cc  
bcc  
Subject Re: Letter 

Hi REDAC

I had received your email and frankly was struggling to decide what my next step would be given that you did not want to talk to me.

I should firstly explain my role. As Consultant Care Leavers for the Southern Territory of the Salvation Army, I am responsible for all matters dealing with individuals past and present who have been placed in Salvation Army institutions. This is a relatively new part time role, and I work Wednesday, Thursday & Friday.

I do not know when or who you spoke to in the past in Perth from the Salvation Army. Please understand that we have over 4000 employees in this territory in many different rolls and it is likely that some of them would be unaware of not only my role but other roles within the Salvation Army. It may also be possible that at the time you spoke to someone, my role did not exist

I was disappointed that despite me offering in writing that we were prepared to see if we could help you have insisted that the only communication must be in writing.

My offer to find out whether we can assist you remains, but if I don't know what you want, please to do not expect me to know how to handle your request.

The last paragraph of your memo refers to "some recompense", but I need to understand what you are seeking in this regard. Please understand that in my role I do not simply write cheques after receiving an email such as yours.

If you have a legitimate claim against The Salvation Army then you will need to fully outline your grievances giving details of all relevant matters including dates and personnel involved. We are prepared to provide independent people to assist you, but that must involve meeting them as our protocols require that we fully investigate such matters legally and medically.

Having said that, please understand that our organisation is committed to investigate claims made against it in a compassionate and caring way.

Geoff  
REDACTED



REDACTED  
08/02/2008 08:28 AM

To REDACTED  
cc  
Subject Letter

Good Morning:

Could you please advise if you received and read my letter of 6 February, 2008?

Thanking you in advance.

REDACTED