



Australian Southern Territory

The Salvation Army

Divisional Headquarters Western Australia

GGD/bb

3 October 2003

Major Craig Campbell
SECRETARY FOR PERSONNEL

Dear Major

**POLICY AND PROCEDURE FOR HANDLING OF
ALLEGATIONS OF INAPPROPRIATE BEHAVIOUR**

Thankyou for providing the above statement for us. I applaud the open and compassionate stance that it reflects, however I would welcome further thought on the actual procedure to be adopted when people come forward with a complaint.

For example, are we still to listen to the complaint and then pass it on to THQ (Graham Sapwell) who will then invite the complainant to tell the story again to the lawyer from Freehills. Despite our best intentions which are reflected in the Policy and Procedure paper, when the complainant is referred to Freehills, they immediately feel that the overall concern is legal, rather than compassionate.

I wonder if the practice of appointing an independent non-legal person of good stature in the community to be the first point of contact after the DC might be worth considering.

As you suggest, it would be very helpful to address this matter at a conference in the near future.

Every blessing.

Yours sincerely

Graham G Durston (Lieut. Colonel)
DIVISIONAL COMMANDER

Postal Address: PO Box 8498 Perth Business Centre Perth WA 6849
333 William Street Northbridge WA 6003
Telephone: (08) 9227 7010 Fax: (08) 9227 7134