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PRW:SLB 2/24423/08

Ballarat

6 November 1995

Mr Graham R Sapwell  
Director  
Employee Relations  
The Salvation Army  
Australia Southern Territorial Headquarters  
Locked Bag 1  
MONT ALBERT 3217

Dear Graham

**Complaints-Policy and Procedure**

I refer to our conference on 20 October.

I enclose:

1. Complaints Policy and Procedure Manual (Draft 2).

I trust that I have correctly identified most of the issues that we discussed at our conference.

I look forward to further discussions with you when you are ready to do so.

Yours faithfully

**NEVETT FORD**

Peter Wilson  
Partner

Encl