

What to do if you have a complaint about Salvation Army Lawson Ministries or about how you are being supported.

A complaint or concern is something you are not happy about. It could be about the supports you receive or something you want changed. It could be about something that happened that made you feel:

- worried
- unsafe
- unhappy
- uncomfortable
- angry
- afraid.

Or it could be about anything else you feel is important that we should pay attention to.

If you have a complaint or concern about Lawson Ministries or how you are being supported, or if you have a complaint about someone you know like a friend or family member, you can ask for help from your support staff to help fix or solve the problem.

You have the right to complain about Lawson Ministries if you do not like something we are doing. You will not be treated badly by Lawson Ministries for complaining.

If you do not want to talk to your support staff about your concern or complaint you can talk to that person's supervisor or boss at 905 527 6212. If you have a complaint, the person you talk to about it at Lawson Ministries must decide what to do about it within 10 working days (about 2 weeks). If you are not happy with the decision, then your complaint can still be taken to The Salvation Army Canada at 416-425-2111. Someone will help you as quickly as possible.

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