



BOOTH
UNIVERSITY
COLLEGE

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The Salvation Army
William and Catherine
BOOTH UNIVERSITY COLLEGE

PRIVACY LEGISLATION

COMPLAINT PROCEDURE

- ✚ When a person makes a complaint, they will be asked to complete the complaint form.
- ✚ The complaint form will be given to the privacy officer to follow through with the employee responsible for the area for which the complaint is made.
- ✚ The findings will be recorded on the complaint form and the person making the complaint will be notified of the results in writing.
- ✚ Any action needed will also be recorded on the form.