

Complaint Process

If you have a complaint or concern about the Downtown Safety Ambassadors, there is a formal process to follow. You should receive a response within two business days.

The following information is required to assist in isolating the incident and dealing with it:

- Location
- Date and Time
- Description of the uniform including if the uniform said Downtown Safety Ambassadors on the back (*other groups use a similar uniform*)
- Particulars of the incident
- Your contact information

Please send all comments and complaints to the attention of the DV BIA Community Safety Manager, [Dominic Long](#).