

Lifeline Australia

Complaints Policy Statement

Effective: July 2026

At Lifeline, we are committed to providing safe, respectful, accessible and high-quality services. We welcome complaints, compliments, suggestions and other feedback because they help us understand what we are doing well, where we can improve, and how we can make our services safer and more effective.

We recognise that making a complaint can sometimes feel difficult. You have the right to raise concerns about your experience, and you will not be judged or treated unfairly because you have made a complaint.

We will listen to you, take your concerns seriously and respond with empathy, respect, discretion and impartiality. We are committed to making our complaints process accessible to people from diverse backgrounds and administering it in a culturally safe and sensitive way.

Who can provide feedback?

Anyone can provide feedback about a Lifeline service, including:

- People who have used our services
- Family members, carers or support people (with appropriate consent where required)
- Members of the community
- Referrers or partner organisation.

You can make a complaint, provide a compliment, or share feedback about any service delivered by or on behalf of Lifeline Australia, including:

Crisis Support	Counselling	Self-Led Support
13 11 14 13 HELP 13YARN Lifeline Text Lifeline Chat	MensLine Australia Suicide Call Back Service All Hours Suicide Support Care in Mind: Wellbeing Mind Health Regional Access	Support Toolkit BeyondNow Service/Support Finder Lifeline.org.au

How to make a complaint or provide feedback

You can contact us in whichever way is easiest for you:

- Online Form: Complete the complaints & feedback form on Lifeline's website contact page (<https://www.lifeline.org.au/about/contact-us>).
- Email: Feedback@lifeline.org.au
- Post: Write a letter to PO Box R1084, Royal Exchange NSW 1225.
- During use of a service: Complaints can be captured in the online form by an individual providing a Lifeline Australia service on behalf of the complainant.

You may make a complaint anonymously if you wish. However, if we do not have enough information or cannot contact you, we may be limited in our ability to investigate or respond.

To help us understand what happened, it is useful to include (where possible):

- the service you accessed
- the date and approximate time of the interaction
- the phone number or contact details used to access the service, where relevant
- what happened
- how the experience affected you
- what you would like Lifeline to do in response.

You do not need to have all of this information to make a complaint.

Our complaint handling principles

When managing your complaint, Lifeline will:

- ensure you have the opportunity to be heard without judgement
- treat you impartially and with empathy, dignity, discretion and respect
- manage your complaint fairly and objectively
- protect your confidentiality and privacy
- provide reasonable assistance or adjustments to help you participate in the process
- respond in a culturally sensitive, trauma-informed and person-centred way
- prioritise concerns involving actual or potential harm, significant risk, or the safety and wellbeing of a child or young person
- address complaints with integrity and in an equitable manner
- ensure staff and volunteers are supported and trained to respond appropriately at the first point of contact or escalate the complaint to the correct team.

Personal information shared through the complaints process will be handled in accordance with the Privacy Act 1988, the Australian Privacy Principles and Lifeline's privacy and information-handling requirements. Information will only be shared with people who need it to assess, investigate or resolve the complaint, or where disclosure is otherwise required or authorised by law. Please refer to Lifeline's [Privacy Policy](#) for more information.

What happens after you make a complaint?

If you lodge a complaint via the Lifeline website or by email, you will receive an immediate acknowledgement of your complaint through an automatic response. If you provide feedback through another channel, we will acknowledge it as soon as practicable. We will review the information you have provided and, where appropriate, investigate your complaint in accordance with our complaints process. Investigations may include:

- gathering relevant documentation, records and evidence
- interviewing involved parties and/or subject matter experts
- providing the subject of the complaint the opportunity to respond
- seeking advice from external parties, when required

We aim to resolve complaints within 30 calendar days. If your complaint is more complex and requires additional time, we will keep you informed of our progress and provide an updated timeframe where possible.

When we may not investigate a complaint

Lifeline is committed to considering all complaints fairly and respectfully. In some circumstances, we may decide not to investigate or continue investigating a complaint. This may occur where:

- the complaint does not relate to a Lifeline Australia service or activity
- there is not enough information to assess the complaint, and we are unable to obtain further information
- the complaint raises matters that have already been investigated, and no new information has been provided
- the complaint is found to be frivolous, vexatious, malicious or made in bad faith.

If we decide not to investigate a complaint, we will explain the reasons for our decision where appropriate. A decision not to investigate a complaint does not affect your ability to access Lifeline services.

External review

If you are not satisfied with the outcome of your complaint, you may ask Lifeline to review the decision. You also have the right to raise your concerns with an appropriate external complaints body, such as a Health Complaints Commission (HCCC), the Office of the Australian Information Commissioner (for privacy matters), the Ombudsman, the Australian Human Rights Commission or the Australian Charities and Not-for-profits Commission. We will provide information about these options if requested.