

Complaints Process



Complaint Received

If you have given us your contact details, we will let you know your complaint has been received within 2 working days.



Investigation

Your complaint will be investigated. If the investigation will take more than 28 days, we will let you know.

If you have not given us your contact details, your complaint will still be investigated as much as possible.



Response

After the complaint has been investigated we will contact you to let you know what has happened.

If you have not given us your contact details, you will not be contacted.



Support

If you are not happy with the result you can seek further support.

Speak to our CEO, Lorna MacGregor

(08) 9261 4444 or LornaMacGregor@lifelinewa.org.au

Health and Disability Services Complaints Office (HaDSCO)

A free service to help with your complaints.

(08) 6551 7600 or Free Call 1800 999 057

Health Consumers Council of Western Australia (HCC)

A free service that can provide advocacy assistance with your complaint.

(08) 9221 3422 or Free Call 1800 620 780