QLife Complaint Process Flowchart

START

Submit your complaint through the Qlife website.

Automated message displays if your form was successfully submitted.

Did you provide your email address?

NO → No further communication possible however the rest of the process will still occur.

YES →

One month
We will let you know as soon as possible if there are delays beyond one month

Staff member will email you within 3 business days.

If you provided your email address, you may be contacted during the investigation if we need more details to help us get the right information.

LGBTIQ+ Health Australia (LHA) investigates.

Investigations include review of contact records, documentation or webchat transcripts, staff interviews and other information gathering.

LHA decides on a resolution & action to be taken.

A resolution may include the findings of the investigation, actions to address concerns, actions to prevent similar incidents in future.

LHA will email you with the resolution of your complaint.

We will ask you if you are satisfied with the outcome as well as if you have any feedback for us about how the process has been for you

Are you satisfied with the outcome?

YES → **END**

NO → The CEO of LHA will be notified, and a review will take place.

You will be notified of the outcome of the review within one month. If you are still not satisfied you will be provided with the information for the Ombudsman.

KEY= | **Communication to you** | Supplementary information