

## LifeLine International Complaints and Grievance Handling

At LifeLine International (LLI), we represent a global network of separately incorporated Member organisations dedicated to crisis support and suicide prevention. Each Member operates under the laws and regulations of its country of operation, where they deliver helpline and suicide prevention services. While we provide leadership, advocacy, and support services to our Members, it is essential to clarify that, in line with the autonomy of each Member organisation, the peak body does not have jurisdiction to intervene in individual Members' internal disputes or complaints. This position statement outlines the framework for complaints handling within the context of this structure and sets clear expectations regarding the role of LLI.

Members are organisations that have applied for and been accepted as Members of LLI. Membership assigns responsibilities to uphold the shared Mission and strategic priorities of LLI, to do all reasonably to uphold and protect the reputation of LLI and other Members, and specifically to ensure Directors and staff adhere to the [Code of Conduct](#) and [Values of LLI](#) in their actions.

Members are to address and respond to any complaints about their activities and personnel, in accordance with local legal and regulatory requirements. Members are required to adopt and apply complaints and grievance procedures in doing so. Resolution of complaints and grievances is to occur within the legal and regulatory provisions of the Member's country.

Should LLI receive a complaint concerning a Member organisation, LLI will forward the complaint to the relevant Member and ask them to address the matter appropriately.

The purpose of this position statement is to confirm that:

- each Member organisation is responsible for managing complaints within its own structure.
- LLI does not have jurisdiction or authority to intervene in local matters or disputes and can only play an advisory role in dispute resolution.
- Disputes must be resolved within the Member's country, following their respective legal frameworks.
- LLI requires Members to maintain strong governance practices and uphold our shared values and ethical guidelines as a condition of their membership of LLI.

Although LLI is not a parent body and does not serve as an escalation point for local complaints and grievances, LLI may provide general advice and guidance to Members and make inquiries of Members to prevent risks and reputational damage to the network. LLI remains committed to supporting Members through capacity building and promoting best practices in governance and complaints handling.

Should the complaint concern the standing of a LLI Member or the suitability of the Member to continue as a Member of LLI, then please email your complaint to [secretariat@lifeline-international.com](mailto:secretariat@lifeline-international.com) and the matter will be addressed within the parameters of [LLI's constitution](#).

For more information or a copy of the full LLI Complaints and Grievance Handling Policy, please contact us at [secretariat@lifeline-international.com](mailto:secretariat@lifeline-international.com).

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