

Making a Complaint About Maternity Care

Tasmanian maternity services and complaint contacts

This maternity complaints guidance has been developed by consumers to help women and families navigate the complaints process following maternity care. It provides practical information about where and how to raise concerns, what information may be helpful to include, and the different options available if you are dissatisfied with the response. Making a complaint can feel overwhelming, particularly after a distressing or traumatic experience, so this resource is intended to make the process clearer, more accessible and easier to navigate.

Maternity Consumer Network gratefully acknowledges Squire Patton Boggs for its contribution to compiling these contact lists.

How to use this guide: Select a hospital name shown in blue to open its website. Select an online feedback link where available. Contact details and web forms may change, so confirm details with the health service before submitting a complaint.

Scope of this guide: The list has been limited to Tasmanian hospitals currently identified as providing maternity or birthing services. Hobart Private Hospital and other hospitals, day procedure centres, aged-care services and facilities that do not provide maternity care have been removed.

Hospital / health service	Information requested online	Other ways to submit a complaint or feedback
Calvary Lenah Valley Hospital	Open the Calvary online feedback form Information requested: • Name • Email • Phone • Select hospital • Date of admission, if applicable • Whether you are the patient • Summary of complaint • Supporting evidence, if any • Whether you would like a response • Preferred contact method - phone or email	Contact the hospital directly on (03) 6278 5333 .

Hospital / health service	Information requested online	Other ways to submit a complaint or feedback
Launceston General Hospital	Online feedback information requested: • Type of feedback - complaint • Subject or type of service • Details of your feedback • Whether you would like to be contacted • Name • Phone • Email	Contact the hospital feedback service on 1800 008 001 . Email north.feedback@ths.tas.gov.au . Ask a staff member for a feedback form. Write to: Quality and Patient Safety Service Launceston General Hospital PO Box 1963 Launceston TAS 7250.
North West Private Hospital	Open the hospital enquiries and feedback form Information requested: • Name • Email • Phone number • Message	Contact the hospital directly on (03) 6432 6000 or email northwestprivate@healthcare.com.au . Maternity enquiries: (03) 6432 6110 .
North West Regional Hospital	No hospital-specific online complaint form was identified in the supplied information. When making a complaint, it may help to include your name and contact details, the service or ward involved, the approximate date of care, what occurred, and the outcome you are seeking.	Contact the hospital directly on (03) 6493 6000 . You can also contact the Tasmanian Department of Health complaints team at doh.complaints@health.tas.gov.au .
Royal Hobart Hospital	No hospital-specific online complaint form was identified in the supplied information. When making a complaint, it may help to include your name and contact details, the service or ward involved, the approximate date of care, what occurred, and the outcome you are seeking.	Contact the hospital feedback service directly on (03) 6166 8308 . You can also contact the Tasmanian Department of Health complaints team at doh.complaints@health.tas.gov.au .

Important: Every effort has been made to ensure this information is accurate and up to date. However, contact details and complaint processes may change, and the list may contain errors or omissions. In an emergency, call Triple Zero (000).