

Making a Complaint About Maternity Care

Queensland health services and complaint contacts

Women have the right to provide feedback or make a complaint about any aspect of their maternity care, including concerns about safety, communication, informed consent, dignity, respect or how decisions were made. Raising a concern should not negatively affect current or future care. Health services are expected to provide accessible and responsive complaint pathways, explain how concerns will be managed, and use consumer feedback to improve safety and quality.

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

Using this guide: This version excludes services identified in the supplied source list as not providing maternity services. Email addresses are clickable. Contact details and service availability can change, so confirm the current complaint pathway with the service before submitting.

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Alpha Hospital/Alpha Multipurpose Health Service (Central West Health)	No online feedback form for the hospital but you can provide feedback to Central West Health: • Name (First and Last) • Phone • Email • Aboriginal and Torres Strait Islander origin • What kind of feedback do you have? • Which hospital, health centre or service is your feedback about? • Provide detailed feedback for us	• Contact the hospital directly on (07) 4809 7000 (8am-5pm, Monday to Friday) • Contact Central West Health on (07) 4652 8013 and ask for the Quality Coordinator or email cw-feedback@health.qld.gov.au • You can also write to: Quality Coordinator Central West Hospital and Health Service PO Box 510 Longreach Qld 4730
Atherton Hospital (Cairns and Hinterland Hospital and Health Service)	No online feedback form for the hospital but you can provide feedback to Cairns and Hinterland Hospital and Health Service: • What kind of feedback do you have? • Do you want to remain anonymous? • Full name • DOB • Phone • Email • Are you giving feedback on behalf of someone else? • Patient's full name • Patient's DOB • Relationship to patient • Date occurred • Your feedback for us • Would you like us to contact you with the outcome?	• Contact the hospital directly on (07) 4091 0211 (8:30am - 5pm) • Contact Cairns and Hinterland Hospital and Health Service on (07) 4226 8244 or (07) 4226 6864 or email chhs_feedback@health.qld.gov.au • You can also write to: Patient Liaison Service Cairns and Hinterland Hospital and Health Service PO Box 902 Cairns QLD 4870

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Augathella Hospital (South West Hospital and Health Service)	No online feedback form for the hospital but you can provide feedback to the South West Hospital and Health Service: • What type of feedback do you have • Do you want to remain anonymous • Full name (optional) • DOB • Phone number • Email • Do you identify as an Aboriginal or Torres Strait Islander person? • Are you giving feedback on behalf of someone else? • Do they identify as an aboriginal or torres strait islander person? • Patient's full name • Patient's DOB • Your relationship to patient • Which location, service or hospital is your feedback about? • Date occurred • Your feedback for us	• Contact the hospital directly on (07) 4656 7100
Avive Clinic Brisbane	No online feedback form available.	Contact the hospital directly on (07) 3110 2400 or email enquiries.brisbane@avivehealth.com.au
AYR Hospital	No online feedback form available.	Contact the hospital directly on (07) 4783 0855
Babinda Hospital (Cairns and Hinterland Hospital and Health Service)	No online feedback form for the hospital but you can provide feedback to Cairns and Hinterland Hospital and Health Service: • What kind of feedback do you have? • Do you want to remain anonymous? • Full name • DOB • Phone • Email • Are you giving feedback on behalf of someone else? • Patient's full name • Patient's DOB • Relationship to patient • Date occurred • Your feedback for us • Would you like us to contact you with the outcome?	• Contact the hospital directly on (07) 4067 8200 or email Babinda_Hospital_Admin@health.qld.gov.au • Contact Cairns and Hinterland Hospital and Health Service on (07) 4226 8244 or (07) 4226 6864 or email chhhs_feedback@health.qld.gov.au • You can also write to: Patient Liaison Service Cairns and Hinterland Hospital and Health Service PO Box 902 Cairns QLD 4870
Baillie Henderson Hospital (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4616 6000 or email ddhhs@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Bamaga Hospital (Torres and Cape Hospital and Health Service)	No online feedback form from the hospital but you can provide online feedback to Torres and Cape Hospital and Health Service: • Name • Phone • Email • What kind of feedback do you have? • Which hospital, health centre or service is your feedback about? • Provide detailed feedback for us	• Contact the hospital directly on (07) 4069 3166 (8:30am-5pm, Monday to Friday) • Contact Torres and Cape Hospital and Health Service on: Cape York liaison officer Clinical Governance Unit PO Box 5607 Cairns QLD 4870 Email: tchhs-patient-safety-support@health.qld.gov.au Torres Strait Islands and the Northern Peninsula Area liaison officer PO Box 391 Thursday Island QLD 4875 Phone: 07 4030 6042 Email: tchhs-north-clo@health.qld.gov.au
Baralaba Hospital (Central Queensland Hospital and Health Service)	No online feedback form from the hospital but you can provide online feedback to Central Queensland Hospital and Health Service: • Do you want to remain anonymous • Are you providing feedback on behalf of someone else • What is your relationship to this person • Your address • Email • Phone • Do you have permission to provide feedback on the patient's behalf • Patient's name • Patient's DOB • Patient's address • Patient's email • Patient's phone • Does the patient require assistance • Does the patient identify as Aboriginal and/or Torres Strait Islander • What kind of feedback would you like to give • Date of event • Name of facility • Ward, unit or service • Your feedback • What outcomes are you seeking • How would you like CQ Health to respond to you?	• Contact the hospital directly on (07) 4998 2800 • Contact Central Qld Hospital and Health Service on 1300 030 909 or email COHHSConsumerFeedback@health.qld.gov.au • You can also write to: Consumer Feedback Service Central Queensland Hospital and Health Service PO Box 871 Rockhampton Qld 4700
Barcaldine Hospital (Central West Hospital and Health Services)	No online feedback form for the hospital but you can provide feedback to Central West Health: • Name (First and Last) • Phone • Email • Aboriginal and Torres Strait Islander origin • What kind of feedback do you have? • Which hospital, health centre or service is your feedback about? • Provide detailed feedback for us	• Contact the hospital directly on (07) 4650 4000 (8am-5pm, Monday to Friday) • Contact Central West Health on (07) 4652 8013 and ask for the Quality Coordinator or email cw-feedback@health.qld.gov.au • You can also write to: Quality Coordinator Central West Hospital and Health Service PO Box 510 Longreach Qld 4730
Beauresert Hospital (Metro South Health)	No online feedback form for the hospital but you can provide feedback to Metro South Health: • How would you like to give feedback - Written message using online form/upload video/upload voice message • Which hospital or health service is your feedback about • Name (optional) • Email • Phone • What type of feedback are you giving?	• Contact the hospital directly on (07) 5541 9111 • Contact the consumer liaison officer at (07) 3299 8587 or email CLS_LB@health.qld.gov.au or write to Consumer Liaison Service, PO Box 6031, Yatala Qld 4207 • Filling in a Have Your Say card at the hospital or health centre you are at and giving it to staff or placing it in the feedback box

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Belmont Private Hospital	There isn't an online feedback form but there is an online enquiry form. • Name • Email • Phone • Message	Contact the hospital directly on (07) 3398 0111 or email belmont.privatehospital@aurorahealth.com.au
Biggenden Multipurpose Health Service (Wide Bay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Wide Bay Hospital and Health Service • Do you want to give feedback anonymously • Name • Email • Phone • Patient's full name • Patient's DOB • What facility is your feedback about? • Which unit, ward or area is your feedback about • Date feedback relates to • Feedback message • Do you want to get involved as a consumer representative in our future service improvement activities?	• Contact the hospital directly on (07) 4127 6400 (8:30am - 4:30pm, Monday to Friday) • Contact Wide Bay Hospital and Health Service on (07) 4338 8989
Biloela Hospital (Central Queensland Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Central Queensland Hospital and Health Service: • Do you want to remain anonymous • Are you providing feedback on behalf of someone else • What is your relationship to this person • Your address • Email • Phone • Do you have permission to provide feedback on the patient's behalf • Patient's name • Patient's DOB • Patient's address • Patient's email • Patient's phone • Does the patient require assistance • Does the patient identify as Aboriginal and/or Torres Strait Islander • What kind of feedback would you like to give • Date of event • Name of facility • Ward, unit or service • Your feedback • What outcomes are you seeking • How would you like CQ Health to respond to you?	• Contact the hospital directly on (07) 4992 7000 (8:30am-4:30pm, Monday to Friday) • Contact Central Qld Hospital and Health Service on 1300 030 909 or email COHHSConsumerFeedback@health.qld.gov.au • You can also write to: • Consumer Feedback Service - Central Queensland Hospital and Health Service - PO Box 871 - Rockhampton Qld 4700
Blackall Hospital (Central West Health)	No online feedback form for the hospital but you can provide feedback to Central West Health: • Name (First and Last) • Phone • Email • Aboriginal and Torres Strait Islander origin • What kind of feedback do you have? • Which hospital, health centre or service is your feedback about? • Provide detailed feedback for us	• Contact the hospital directly on (07) 4650 7700 (8am-5pm, Monday to Friday) • Contact Central West Health on (07) 4652 8013 and ask for the Quality Coordinator or email cw-feedback@health.qld.gov.au • You can also write to: - Quality Coordinator - Central West Hospital and Health Service - PO Box 510 - Longreach Qld 4730

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Blackwater Hospital (Central Queensland Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Central Queensland Hospital and Health Service: • Do you want to remain anonymous • Are you providing feedback on behalf of someone else • What is your relationship to this person • Your address • Email • Phone • Do you have permission to provide feedback on the patient's behalf • Patient's name • Patient's DOB • Patient's address • Patient's email • Patient's phone • Does the patient require assistance • Does the patient identify as Aboriginal and/or Torres Strait Islander • What kind of feedback would you like to give • Date of event • Name of facility • Ward, unit or service • Your feedback • What outcomes are you seeking • How would you like CQ Health to respond to you?	• Contact the hospital directly on (07) 4980 1700 (8:30am-4:30pm, Monday to Friday) • Contact Central Qld Hospital and Health Service on 1300 030 909 or email COHHSConsumerFeedback@health.qld.gov.au • You can also write to: Consumer Feedback Service Central Queensland Hospital and Health Service PO Box 871 Rockhampton Qld 4700
Boonah Hospital (West Moreton Health)	No online feedback form from the hospital but you can provide feedback to West Moreton Health: • Do you want to remain anonymous? • Which hospital or facility is your feedback about? • If you selected other, which health facility is your feedback about? • Which ward, unit or service is your feedback about? • Name (optional) • Email • Phone • Is your complaint for you or someone else? • DOB • UR Number • Do you give permission to access your health record as part of our review? • Full name of the person your complaint is for • DOB of the person your complaint is for • Phone number for the person your complaint is for • What's your relationship to the person you're making a complaint for? • Date of event • Tell us about your experience • What result are you looking for? • How would you like us to respond to you? • If you selected post, please enter your postal address • Do you need support with any of the following? • Do you identify as Aboriginal and/or Torres Strait Islander • Are you taking part in research study or clinical trial?	• Contact the hospital directly on (07) 5463 3300 or email adminboonah@health.qld.gov.au • Contact the West Moreton Health Consumer Liaison Officer on 0409 275 503 (8am-4pm, Monday to Friday) or email WMH_CLO@health.qld.gov.au or mail to PO Box 73, Ipswich QLD 4305

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Bowen Hospital (Mackay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Mackay Hospital and Health Service: • Do you want to remain anonymous • Are you giving feedback on behalf of someone else? • Date of event • Which hospital or health centre is your feedback about? • Which ward, department or service if your feedback about? • Type of feedback • Your feedback • What outcome are you looking for? • How would you like us to respond to you?	• Contact the hospital directly on (07) 4786 8222 • Contact Mackay Hospital and Health Service on (07) 4885 7690 or email mhhsfeedback@health.qld.gov.au or post to Consumer Feedback Service Mackay Hospital and Health Service PO Box 5580 Mackay MC Qld 4741 Brisbane Day Surgery • Name • Telephone number • Email • What is the nature of your enquiry • Your message Contact the hospital directly on (07) 3236 9844 or email Simone Hamilton, CEO/Director of Nursing at info@brisbanedaysurgery.com.au
Brisbane Procedure Centre	No online feedback form available.	Contact the hospital directly on 1300 118 884 or email admin@brisbaneprocedurecentre.com.au Brisbane South Private Hospital No online feedback form from the hospital but there is an online enquiry form: • Name • Email • Contact number • Subject • Message • Contact the hospital directly on (07) 3154 3100 or email admin@bsph.com.au
Broadwater Private Day Hospital	No online feedback form available.	Contact the hospital directly on (07) 5519 1666 or email enquiries@broadwaterprivate.com.au
Bundaberg Hospital (Wide Bay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Wide Bay Hospital and Health Service • Do you want to give feedback anonymously • Name • Email • Phone • Patient's full name • Patient's DOB • What facility is your feedback about? • Which unit, ward or area is your feedback about • Date feedback relates to • Feedback message • Do you want to get involved as a consumer representative in our future service improvement activities?	• Contact the hospital directly on (07) 4150 2222 (7:30am-5pm, Monday to Friday) • Contact Wide Bay Hospital and Health Service on (07) 4338 8989
Bundaberg Private Day Hospital	No online feedback form but there is an online enquiry form: • Name • Email • Phone • How can we help?	Contact the hospital directly on (07) 4167 0890 or email admin@wbpdh.au

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Caboolture Hospital (Metro North Health)	•	Type of enquiry • Do you require a response • Preferred contact method • Name • Phone • Email • Your enquiry • Contact the consumer liaison officer at (07) 5316 5163 or email CAB_CLO@health.qld.gov.au • Contact the hospital on (07) 5433 8888 or email the hospital at CabH-Feedback@health.qld.gov.au • Complete the online feedback form for Metro North Health • Contact Metro North Health on (07) 3646 8111 or email metronorthfeedback@health.qld.gov.au Caboolture Private Hospital • Name • Contact Details • Ward/Department • Room/Bed No. • Pre-admission information was communicated clearly and staff were helpful • My admission was handled smoothly, in a timely manner and staff were friendly and courteous • The environment and my room was clean, safe and the cleaning staff were friendly and courteous • My food was of good quality; what I ordered and, catering staff were courteous • The emergency/Nurse call system was adequately explained to me and easy to use • Nursing staff were caring, attentive to my needs and responded in a timely manner • I was involved in the decision making relating to my care and kept adequate informed • Communication with me and with my family/carer was clear and provided in a timely manner • Loved ones/visitors were made comfortable, welcome and kept informed of my treatment
Caboolture Hospital (Metro North Health) (continued)		• Discharge processes and information were clear and handled smoothly • What did you like • What can we do better Contact the hospital directly on (07) 5495 9400 or write to PO Box 1495 Caboolture Qld 4510
Cairns Base Hospital (Cairns and Hinterland Hospital and Health Service)	No online feedback form available but you can provide feedback to Cairns and Hinterland Hospital and Health Service: • What kind of feedback do you have • Do you want to remain anonymous • Full name • DOB • Phone • Email • Are you giving feedback on behalf of someone else • Patient's full name • Patient's DOB • Relationship to patient • Which location or service is your feedback about • Date occurred • Your feedback for us • Would you like us to contact you with the outcome?	• Contact the hospital directly on (07) 4226 0000 (8am-5pm) • Contact the Cairns and Hinterland Hospital and Health Service on (07) 4226 8244 or (07) 4226 6864 or email chhhs_feedback@health.qld.gov.au • Write to: Patient Liaison Service Cairns and Hinterland Hospital and Health Service PO Box 902 Cairns QLD 4870 Cairns Private Hospital No online feedback form but the hospital's website requires an online enquiry form to be completed to email them • Name • Phone • Email • Reason for enquiry Contact the hospital directly on (07) 4052 5200 or write to: Cairns Private Hospital 1 Upward St Cairns, QLD 4870

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Caloundra Hospital (Sunshine Coast Hospital and Health Service)	No online feedback form available but you can provide feedback using the online feedback form for Sunshine Coast Hospital and Health Services: • What kind of feedback do you have • Your feedback for us • Date of event • Which location, service or hospital is your feedback about • Which unit, ward or area is your feedback about • What outcome would you like from your complaint feedback? • Do you wish to be contacted with a response? • Do you wish to remain anonymous? • Your name • Your DOB • Your address • Your phone number • Your email address • Do you consent for us to access your health records if required to review your concerns? • Are you giving feedback on behalf of someone one else? • Your relationship to them • Their name • Their DOB • Their UR or patient number • Their address • Do you have their permission to provide feedback on their behalf?	• Contact the hospital directly on (07) 5436 8500 or write to PO Box 5340 Sunshine Coast MC Qld 4560 • Contact Sunshine Coast Hospital and Health Service on 1300 872 322 (8am-3:30pm) or email SC-PIO-Inquiry@health.qld.gov.au • Write to: The Patient Liaison Officer, Safety, Quality and Improvement', Nambour General Hospital, PO Box 547 Nambour Qld 4560
Canossa Private Hospital	No online feedback form available.	Contact the hospital directly on (07) 3717 5555 or email canossa.reception@ozcare.org.au
Capricorn Coast Hospital And Health Service (Capricorn Coast Hospital and Health Service)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for Capricorn Coast Hospital and Health Service: • Do you want to remain anonymous • Are you providing feedback on behalf of someone else • What is your relationship to this person • Your name • Your address • Your email • Your phone • Do you have permission to provide feedback on the patient's behalf? • Patient's name • Patient's DOB • Patient's address • Patient's phone number • Does the patient require assistance? • Does the patient identify as Aboriginal and/or Torres Strait Islander? • What kind of feedback would you like to give? • Date of event • Name of facility or hospital • Ward, unit or service • Your feedback • What outcomes are you seeking? • How would you like CQ Health to respond to you?	• Contact the hospital directly on (07) 4913 3000 (8am-5pm, Monday to Friday) • Contact Capricorn Coast Hospital and Health Service on 1300 030 909 or email CQHHSConsumerFeedback@health.qld.gov.au • Write to: Consumer Feedback Service Central Queensland Hospital and Health Service PO Box 871 Rockhampton Qld 4700

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Charleville Hospital (South West Hospital and Health Service)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for South West Hospital and Health Service: • What type of feedback do you have • Do you want to remain anonymous • Name • DOB • Phone number • Email • Do you identify as an Aboriginal or Torres Strait Islander person? • Are you giving feedback on behalf of someone else? • Do they identify as an Aboriginal or Torres Strait Islander person? • Patient's full name • Patient's DOB • Your relationship to patient • Which location, service or hospital is your feedback about? • Date occurred • Your feedback for us	• Contact the hospital directly on (07) 4621 2200 (8am-5pm, Monday to Friday) • Complete the "Have your say" form and hand it back to one of the staff members or leave it in the "Have your say" box
Charters Towers Hospital (Townsville Hospital and Health Service)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for Townsville Hospital and Health Service: • Which facility is your feedback about • Which ward/department is your feedback about • Please detail your feedback • What outcome would you like from your feedback • Do you wish to remain anonymous • Your name • Your DOB • Your address • Your preferred contact number • Are you providing feedback on behalf of someone else? If so, please provide their details • Their name • Their DOB • Do you have permission to provide feedback on their behalf?	• Contact the hospital directly on (07) 4787 0333 • Contact Townsville Hospital and Health Service on (07) 4433 1074 (8am-4pm, Monday to Friday) or email THHS-Feedback@health.qld.gov.au • Complete the "please tell us" form located throughout the health service and hand it to a staff member or post it to the Patient Feedback Service: Patient Feedback Service Townsville University Hospital PO Box 670 TOWNSVILLE QLD 4810
Cherbourg Hospital (Darling Downs Health)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about • What outcome would you like from your feedback • Your name • Your DOB • Address • Your phone number • Your email • Are you giving feedback on behalf of someone else • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4169 8800 or email CherbourgAdmin@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au or write to: Consumer Liaison Service PMB 2 Toowoomba Qld 4350 Chermside Day Hospital • Name (first and last) • Telephone number • Email address • What is the nature of your enquiry • Your message • Contact the hospital directly on (07) 3120 3444 or contact Ian Jones, CEO/Director of Nursing via email info@chermsidedayhospital.com.au

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Childers Multipurpose Health Service (Wide Bay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Wide Bay Hospital and Health Service • Do you want to give feedback anonymously • Name • Email • Phone • Patient's full name • Patient's DOB • What facility is your feedback about? • Which unit, ward or area is your feedback about • Date feedback relates to • Feedback message • Do you want to get involved as a consumer representative in our future service improvement activities?	• Contact the hospital directly on (07) 4192 1133 (8:30am-4:30pm, Monday to Friday) • Contact Wide Bay Hospital and Health Service on (07) 4338 8989
Chinchilla Hospital (Darling Downs Health)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about • What outcome would you like from your feedback • Your name • Your DOB • Address • Your phone number • Your email • Are you giving feedback on behalf of someone else • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 662 8888 or email Chinchilla-admin@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au or write to: Consumer Liaison Service PMB 2 Toowoomba Qld 4350
Clermont Multi-Purpose Health Service (Mackay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Mackay Hospital and Health Service: • Do you want to remain anonymous • Are you giving feedback on behalf of someone else? • Date of event • Which hospital or health centre is your feedback about? • Which ward, department or service if your feedback about? • Type of feedback • Your feedback • What outcome are you looking for? • How would you like us to respond to you?	• Contact the hospital directly on (07) 4983 4000 • Contact Mackay Hospital and Health Service on (07) 4885 7690 or email mhhsfeedback@health.qld.gov.au or post to Consumer Feedback Service Mackay Hospital and Health Service PO Box 5580 Mackay MC Qld 4741
Cloncurry Multi-Purpose Health Service (North West Hospital and Health Service)	No online feedback form available.	• Contact the hospital directly on (07) 4742 4500 • Contact North West Hospital and Health Service on (07) 4744 7115 or email nwhhsclo@health.qld.gov.au • Write to the Consumer Liaison Officer, North West Hospital and Health Service, PO Box 27, Mount Isa Qld 4825

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Collinsville Multi-Purpose Health Service (Mackay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Mackay Hospital and Health Service: • Do you want to remain anonymous • Are you giving feedback on behalf of someone else? • Date of event • Which hospital or health centre is your feedback about? • Which ward, department or service if your feedback about? • Type of feedback • Your feedback • What outcome are you looking for? • How would you like us to respond to you?	• Contact the hospital directly on (07) 4785 4777 • Contact Mackay Hospital and Health Service on (07) 4885 7690 or email mhhsfeedback@health.qld.gov.au or post to Consumer Feedback Service Mackay Hospital and Health Service PO Box 5580 Mackay MC Qld 4741
Cooktown Hospital (Torres and Cape Hospital and Health Service)	No online feedback form from the hospital but you can provide online feedback to Torres and Cape Hospital and Health Service: • Name • Phone • Email • What kind of feedback do you have? • Which hospital, health centre or service is your feedback about?	
Provide detailed feedback for us	•	Contact the hospital directly on (07) 4043 0100 • Contact Torres and Cape Hospital and Health Service on: Cape York liaison officer Clinical Governance Unit PO Box 5607 Cairns QLD 4870 Email: tchhs-patient-safety-support@health.qld.gov.au Torres Strait Islands and the Northern Peninsula Area liaison officer PO Box 391
Cunnamulla Hospital (South West Hospital and Health Service)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for South West Hospital and Health Service: • What type of feedback do you have • Do you want to remain anonymous • Name • DOB • Phone number • Email • Do you identify as an Aboriginal or Torres Strait Islander person? • Are you giving feedback on behalf of someone else? • Do they identify as an Aboriginal or Torres Strait Islander person? • Patient's full name • Patient's DOB • Your relationship to patient • Which location, service or hospital is your feedback about? • Date occurred • Your feedback for us	• Contact the hospital directly on (07) 4655 8100 • Complete the "Have your say" form and hand it back to one of the staff members or leave it in the "Have your say" box
Currumbin Clinic	No online feedback form available.	Contact the hospital directly on (07) 5534 4944 or email currumbinclinic@aurorahealth.com.au

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Dalby Hospital Health Service (Darling Downs Health)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about • What outcome would you like from your feedback • Your name • Your DOB • Address • Your phone number • Your email • Are you giving feedback on behalf of someone else • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4669 0555 or email Dalbexecutiveadministration@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au or write to: Consumer Liaison Service PMB 2 Toowoomba Qld 4350
Dirranbandi Hospital (South West Hospital and Health Service)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for South West Hospital and Health Service: • What type of feedback do you have • Do you want to remain anonymous • Name • DOB • Phone number • Email • Do you identify as an Aboriginal or Torres Strait Islander person? • Are you giving feedback on behalf of someone else? • Do they identify as an Aboriginal or Torres Strait Islander person? • Patient's full name • Patient's DOB • Your relationship to patient • Which location, service or hospital is your feedback about? • Date occurred • Your feedback for us	• Contact the hospital directly on (07) 4629 3700 • Complete the "Have your say" form and hand it back to one of the staff members or leave it in the "Have your say" box
Doomadgee Hospital (North West Hospital and Health Service)	No online feedback form available.	• Contact the hospital directly on (07) 4745 8800 or email DoomadgeeDON@health.qld.gov.au • Contact North West Hospital and Health Service on (07) 4744 7115 or email nwhhsclo@health.qld.gov.au • Write to the Consumer Liaison Officer, North West Hospital and Health Service, PO Box 27, Mount Isa Qld 4825
Dysart Hospital (Mackay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Mackay Hospital and Health Service: • Do you want to remain anonymous • Are you giving feedback on behalf of someone else? • Date of event • Which hospital or health centre is your feedback about? • Which ward, department or service if your feedback about? • Type of feedback • Your feedback • What outcome are you looking for? • How would you like us to respond to you?	• Contact the hospital directly on (07) 4941 1911 • Contact Mackay Hospital and Health Service on (07) 4885 7690 or email mhhsfeedback@health.qld.gov.au or post to Consumer Feedback Service Mackay Hospital and Health Service PO Box 5580 Mackay MC Qld 4741
East Brisbane Day Hospital (This is now known as Gynae Health Specialised Care)	No online feedback form available.	Contact the hospital directly on (07) 3397 1211 or email enquiries@gynaehealth.com.au

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Eden Private Hospital	No online feedback form but you can provide your feedback via a general "send us a message" online form: • Name • Email • Phone • Your message	Contact the hospital directly on (07) 5472 6472 or email eden.private@aurorahealth.com.au
Eidsvold Multipurpose Health Service (Wide Bay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Wide Bay Hospital and Health Service • Do you want to give feedback anonymously • Name • Email • Phone • Patient's full name • Patient's DOB • What facility is your feedback about? • Which unit, ward or area is your feedback about • Date feedback relates to • Feedback message • Do you want to get involved as a consumer representative in our future service improvement activities?	• Contact the hospital directly on (07) 4165 7100 •
Ellen Barron Family Centre (Children's Health Queensland)	No online feedback form from the hospital is available but you can provide feedback to Children's Health Queensland: • Do you want to remain anonymous? • Would you like us to contact you? • Name • Phone • Email • Are you providing feedback on behalf of someone else? • Their name • Their email • What is your relationship to this person? • Are you or the person you're providing feedback for of Aboriginal and Torres Strait Islander origin? • What kind of feedback do you have? • Which Children's Health Queensland hospital, health centre or service is your feedback about? • Provide detailed feedback for us	• Contact the hospital directly on 1300 408 213 or email ebfc-intake@health.qld.gov.au • Contact the Patient Experience Team at Children's Health Queensland on (07) 3068 1120 or email CHO_PatientExperience@health.qld.gov.au • Write to: Patient Experience team Children's Health Queensland PO Box 3474 South Brisbane Qld 4101

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Emerald Hospital (Central Queensland Hospital and Health Service)	No online feedback form from the hospital but you can provide online feedback to Central Queensland Hospital and Health Service: • Do you want to remain anonymous • Are you providing feedback on behalf of someone else • What is your relationship to this person • Your address • Email • Phone • Do you have permission to provide feedback on the patient's behalf • Patient's name • Patient's DOB • Patient's address • Patient's email • Patient's phone • Does the patient require assistance • Does the patient identify as Aboriginal and/or Torres Strait Islander • What kind of feedback would you like to give • Date of event • Name of facility • Ward, unit or service • Your feedback • What outcomes are you seeking • How would you like CQ Health to respond to you?	• Contact the hospital directly on (07) 4987 9400 • Contact Central Qld Hospital and Health Service on 1300 030 909 or email COHHSConsumerFeedback@health.qld.gov.au • You can also write to: Consumer Feedback Service Central Queensland Hospital and Health Service PO Box 871 Rockhampton Qld 4700
ESK Hospital (West Moreton Health)	No online feedback form from the hospital but you can provide feedback to West Moreton Health: • Do you want to remain anonymous? • Which hospital or facility is your feedback about? • If you selected other, which health facility is your feedback about? • Which ward, unit or service is your feedback about? • Name (optional) • Email • Phone • Is your complaint for you or someone else? • DOB • UR Number • Do you give permission to access your health record as part of our review? • Full name of the person your complaint is for • DOB of the person your complaint is for • Phone number for the person your complaint is for • What's your relationship to the person you're making a complaint for? • Date of event • Tell us about your experience • What result are you looking for? • How would you like us to respond to you? • If you selected post, please enter your postal address • Do you need support with any of the following? • Do you identify as Aboriginal and/or Torres Strait Islander • Are you taking part in research study or clinical trial?	• Contact the hospital directly on (07) 5424 4600 • Contact the West Moreton Health Consumer Liaison Officer on 0409 275 503 (8am-4pm, Monday to Friday) or email WMH_CLO@health.qld.gov.au or mail to PO Box 73, Ipswich QLD 4305

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Gatton Hospital (West Moreton Health)	No online feedback form from the hospital but you can provide feedback to West Moreton Health: • Do you want to remain anonymous? • Which hospital or facility is your feedback about? • If you selected other, which health facility is your feedback about? • Which ward, unit or service is your feedback about? • Name (optional) • Email • Phone • Is your complaint for you or someone else? • DOB • UR Number • Do you give permission to access your health record as part of our review? • Full name of the person your complaint is for • DOB of the person your complaint is for • Phone number for the person your complaint is for • What's your relationship to the person you're making a complaint for? • Date of event • Tell us about your experience • What result are you looking for? • How would you like us to respond to you? • If you selected post, please enter your postal address • Do you need support with any of the following? • Do you identify as Aboriginal and/or Torres Strait Islander • Are you taking part in research study or clinical trial?	• Contact the hospital directly on (07) 5468 4188 • Contact the West Moreton Health Consumer Liaison Officer on 0409 275 503 (8am-4pm, Monday to Friday) or email WMH_CLO@health.qld.gov.au or mail to PO Box 73, Ipswich QLD 4305
Gayndah Hospital (Wide Bay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Wide Bay Hospital and Health Service • Do you want to give feedback anonymously • Name • Email • Phone • Patient's full name • Patient's DOB • What facility is your feedback about? • Which unit, ward or area is your feedback about • Date feedback relates to • Feedback message • Do you want to get involved as a consumer representative in our future service improvement activities?	• Contact the hospital directly on (07) 4161 3500 (8am - 5pm, Monday to Friday) • Contact Wide Bay Hospital and Health Service on (07) 4338 8989
Gin Gin Hospital (Wide Bay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Wide Bay Hospital and Health Service • Do you want to give feedback anonymously • Name • Email • Phone • Patient's full name • Patient's DOB • What facility is your feedback about? • Which unit, ward or area is your feedback about • Date feedback relates to • Feedback message • Do you want to get involved as a consumer representative in our future service improvement activities?	• Contact the hospital directly on (07) 4157 2222 (8am - 4pm, Monday to Friday) • Contact Wide Bay Hospital and Health Service on (07) 4338 8989

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Gladstone Hospital (Central Queensland Hospital and Health Service)	No online feedback form for the hospital but you can contact Central Queensland Hospital and Health Service via their online feedback form: • Do you want to remain anonymous? • Are you providing feedback on behalf of someone else? • What is your relationship to this person? • Your name • Your address • Your email • Your phone number • Do you have permission to provide feedback on the patient's behalf? • Patient's name • Patient's DOB • Patient's address • Patient's email • Patient's phone number • Does the patient require assistance? • Does the patient identify as Aboriginal and/or Torres Strait Islander? • What kind of feedback would you like to give? • Date of event • Name of facility or hospital • Ward, unit or service • Your feedback • What outcomes are you seeking? • How would you like CQ Health to respond to you?	• Contact the hospital directly on (07) 4976 3200 (8:30am-4pm, Monday to Friday) • Contact the Central Queensland Hospital and Health Service on 1300 030 909 or email COHHSConsumerFeedback@health.qld.gov.au • Write to: Consumer Feedback Service Central Queensland Hospital and Health Service PO Box 871 Rockhampton Qld 4700
Gold Coast University Hospital (Gold Coast Health)	No online feedback form for the hospital but you can provide feedback via the online feedback form for Gold Coast Health: • Your name • Address • Suburb • Phone • Date • Email • Service/department • Relationship to the patient • Patient name • Patient Identity Number • Patient DOB • Do you have patient's consent to discuss? • Tell us about your experience • Do you wish to receive a response? • Do you require an interpreter?	• Contact the hospital directly on 1300 744 284 • Email Gold Coast Health on GCCFS@health.qld.gov.au or contact (07) 5687 2048
Goondiwindi Hospital (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4578 2400 or email GHS@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Gordonvale Hospital (Cairns and Hinterland Hospital and Health Service)	No online feedback form for the hospital but you can provide feedback to Cairns and Hinterland Hospital and Health Service: • What kind of feedback do you have? • Do you want to remain anonymous? • Full name • DOB • Phone • Email • Are you giving feedback on behalf of someone else? • Patient's full name • Patient's DOB • Relationship to patient • Date occurred • Your feedback for us • Would you like us to contact you with the outcome?	• Contact the hospital directly on (07) 4043 3100 (7am-4:30pm, Monday to Friday) or email Gordonvale.Hospital@health.qld.gov.au • Contact Cairns and Hinterland Hospital and Health Service on (07) 4226 8244 or (07) 4226 6864 or email chhhs_feedback@health.qld.gov.au • You can also write to: Patient Liaison Service Cairns and Hinterland Hospital and Health Service PO Box 902 Cairns QLD 4870 Greenslopes Private Hospital No online feedback form but you can contact the hospital via their online enquiries form: • Name • Phone • Email • Reason for enquiry Contact the hospital directly on (07) 3394 7111
Gympie Hospital (Sunshine Coast Hospital and Health Service)	No online feedback form available but you can provide feedback using the online feedback form for Sunshine Coast Hospital and Health Services: • What kind of feedback do you have • Your feedback for us • Date of event • Which location, service or hospital is your feedback about • Which unit, ward or area is your feedback about • What outcome would you like from your complaint feedback? • Do you wish to be contacted with a response? • Do you wish to remain anonymous? • Your name • Your DOB • Your address • Your phone number • Your email address • Do you consent for us to access your health records if required to review your concerns? • Are you giving feedback on behalf of someone one else? • Your relationship to them • Their name • Their DOB • Their UR or patient number • Their address • Do you have their permission to provide feedback on their behalf?	• Contact the hospital directly on (07) 5489 8444 • Contact Sunshine Coast Hospital and Health Service on 1300 872 322 (8am-3:30pm) or email SC-PLO-Inquiry@health.qld.gov.au • Write to: The Patient Liaison Officer, Safety, Quality and Improvement', Nambour General Hospital, PO Box 547 Nambour Qld 4560
Herberton Hospital (Cairns and Hinterland Hospital and Health Service)	No online feedback form for the hospital but you can provide feedback to Cairns and Hinterland Hospital and Health Service: • What kind of feedback do you have? • Do you want to remain anonymous? • Full name • DOB • Phone • Email • Are you giving feedback on behalf of someone else? • Patient's full name • Patient's DOB • Relationship to patient • Date occurred • Your feedback for us • Would you like us to contact you with the outcome?	• Contact the hospital directly on (07) 4096 1000 (8am-4pm, Monday to Friday) or email herbertonhospital@health.qld.gov.au • Contact Cairns and Hinterland Hospital and Health Service on (07) 4226 8244 or (07) 4226 6864 or email chhhs_feedback@health.qld.gov.au • You can also write to: Patient Liaison Service Cairns and Hinterland Hospital and Health Service PO Box 902 Cairns QLD 4870 Herston Private Hospital • Name • Email • Phone • Message or feedback Contact the hospital directly on (07) 3539 3539

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Hervey Bay Hospital (Wide Bay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Wide Bay Hospital and Health Service • Do you want to give feedback anonymously • Name • Email • Phone • Patient's full name • Patient's DOB • What facility is your feedback about? • Which unit, ward or area is your feedback about • Date feedback relates to • Feedback message • Do you want to get involved as a consumer representative in our future service improvement activities?	• Contact the hospital directly on 07 4325 6666 • Contact Wide Bay Hospital and Health Service on (07) 4338 8989 Hervey Bay Surgical Hospital No online feedback form but you can contact the hospital via their online enquiries form: • Name • Company (optional) • Email • Phone • Message Contact the hospital directly on (07) 4194 4000 or email reception@hbsurgical.com Hillcrest - Rockhampton Private Hospital No online feedback form but you can contact the hospital via their online enquiries form: • Name • Phone (optional) • Email • Reason for enquiry Contact the hospital directly on (07) 4932 1321
Home Hill Hospital (Townsville Hospital and Health Service)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for Townsville Hospital and Health Service: • Which facility is your feedback about • Which ward/department is your feedback about • Please detail your feedback • What outcome would you like from your feedback • Do you wish to remain anonymous • Your name • Your DOB • Your address • Your preferred contact number • Are you providing feedback on behalf of someone else? If so, please provide their details • Their name • Their DOB • Do you have permission to provide feedback on their behalf?	• Contact the hospital directly on (07) 4790 5700 • Contact Townsville Hospital and Health Service on (07) 4433 1074 (8am-4pm, Monday to Friday) or email THHS-Feedback@health.qld.gov.au • Complete the "please tell us" form located throughout the health service and hand it to a staff member or post it to the Patient Feedback Service: • Patient Feedback Service Townsville University Hospital PO Box 670 TOWNSVILLE QLD 4810
Hughenden Hospital (Townsville Hospital and Health Service)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for Townsville Hospital and Health Service: • Which facility is your feedback about • Which ward/department is your feedback about • Please detail your feedback • What outcome would you like from your feedback • Do you wish to remain anonymous • Your name • Your DOB • Your address • Your preferred contact number • Are you providing feedback on behalf of someone else? If so, please provide their details • Their name • Their DOB • Do you have permission to provide feedback on their behalf?	• Contact the hospital directly on (07) 4741 2800 • Contact Townsville Hospital and Health Service on (07) 4433 1074 (8am-4pm, Monday to Friday) or email THHS-Feedback@health.qld.gov.au • Complete the "please tell us" form located throughout the health service and hand it to a staff member or post it to the Patient Feedback Service: Patient Feedback Service Townsville University Hospital PO Box 670 TOWNSVILLE QLD 4810
Hummingbird House (Owned and operated by Wesley Mission Queensland)	No online feedback form available.	Contact the hospital directly on (07) 3621 4364

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Ingham Hospital (Townsville Hospital and Health Service)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for Townsville Hospital and Health Service: • Which facility is your feedback about • Which ward/department is your feedback about • Please detail your feedback • What outcome would you like from your feedback • Do you wish to remain anonymous • Your name • Your DOB • Your address • Your preferred contact number • Are you providing feedback on behalf of someone else? If so, please provide their details • Their name • Their DOB • Do you have permission to provide feedback on their behalf?	• Contact the hospital directly on (07) 4720 3000 • Contact Townsville Hospital and Health Service on (07) 4433 1074 (8am-4pm, Monday to Friday) or email THHS-Feedback@health.qld.gov.au • Complete the "please tell us" form located throughout the health service and hand it to a staff member or post it to the Patient Feedback Service: Patient Feedback Service Townsville University Hospital PO Box 670 TOWNSVILLE QLD 4810
Inglewood Multipurpose Health Service (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4652 0888 or email Admin.Inglewood@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350
Injune Hospital (South West Hospital and Health Service)	No online feedback form for the hospital but you can provide feedback to the South West Hospital and Health Service: • What type of feedback do you have • Do you want to remain anonymous • Full name (optional) • DOB • Phone number • Email • Do you identify as an Aboriginal or Torres Strait Islander person? • Are you giving feedback on behalf of someone else? • Do they identify as an aboriginal or torres strait islander person? • Patient's full name • Patient's DOB • Your relationship to patient • Which location, service or hospital is your feedback about? • Date occurred • Your feedback for us	• Contact the hospital directly on (07) 4626 0100 •

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Innisfail Hospital (Cairns and Hinterland Hospital and Health Service)	No online feedback form for the hospital but you can provide feedback to Cairns and Hinterland Hospital and Health Service: • What kind of feedback do you have? • Do you want to remain anonymous? • Full name • DOB • Phone • Email • Are you giving feedback on behalf of someone else? • Patient's full name • Patient's DOB • Relationship to patient • Date occurred • Your feedback for us • Would you like us to contact you with the outcome?	• Contact the hospital directly on (07) 4016 1411 (8am - 5pm) • Contact Cairns and Hinterland Hospital and Health Service on (07) 4226 8244 or (07) 4226 6864 or email chhhs_feedback@health.qld.gov.au • You can also write to: Patient Liaison Service Cairns and Hinterland Hospital and Health Service PO Box 902 Cairns QLD 4870 Ipswich Day Hospital No online feedback form but you can contact the hospital via their online enquiry form: • Name • Telephone • Email • What is the nature of your enquiry? • Your message Contact the hospital directly on (07) 3282 8800 or email Dee May, CEO/Director of Nursing at ldhbookings@curagroup.com.au
Ipswich Hospital (West Moreton Health)	No online feedback form from the hospital but you can provide feedback to West Moreton Health: • Do you want to remain anonymous? • Which hospital or facility is your feedback about? • If you selected other, which health facility is your feedback about? • Which ward, unit or service is your feedback about? • Name (optional) • Email • Phone • Is your complaint for you or someone else? • DOB • UR Number • Do you give permission to access your health record as part of our review? • Full name of the person your complaint is for • DOB of the person your complaint is for • Phone number for the person your complaint is for • What's your relationship to the person you're making a complaint for? • Date of event • Tell us about your experience • What result are you looking for? • How would you like us to respond to you? • If you selected post, please enter your postal address • Do you need support with any of the following? • Do you identify as Aboriginal and/or Torres Strait Islander • Are you taking part in research study or clinical trial?	• Contact the hospital directly on (07) 3810 1111 • Contact the West Moreton Health Consumer Liaison Officer on 0409 275 503 (8am-4pm, Monday to Friday) or email WMH_CLO@health.qld.gov.au or mail to PO Box 73, Ipswich QLD 4305

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Jandowae Hospital (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4668 4555 or email Admin.jandowae@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350 John Flynn Private Hospital - No online feedback form but you can contact the hospital via their online enquiry form: • Name • Phone (optional) • Email • Reason for enquiry - Contact the hospital's maternity ward directly on (07) 5598 9040, or the maternity navigators on (07) 5586 5628 or email MidwifeNavigator.JFP@ramsayhealth.com.au
Joyce Palmer Health Service (Townsville Hospital and Health Service)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for Townsville Hospital and Health Service: • Which facility is your feedback about • Which ward/department is your feedback about • Please detail your feedback • What outcome would you like from your feedback • Do you wish to remain anonymous • Your name • Your DOB • Your address • Your preferred contact number • Are you providing feedback on behalf of someone else? If so, please provide their details • Their name • Their DOB • Do you have permission to provide feedback on their behalf?	• Contact the hospital directly on (07) 4752 5100 • Contact Townsville Hospital and Health Service on (07) 4433 1074 (8am-4pm, Monday to Friday) or email THHS-Feedback@health.qld.gov.au • Complete the "please tell us" form located throughout the health service and hand it to a staff member or post it to the Patient Feedback Service: Patient Feedback Service Townsville University Hospital PO Box 670 TOWNSVILLE QLD 4810
Julia Creek Multi-Purpose Heath Service (North West Hospital and Health Service)	No online feedback form available.	• Contact the hospital directly on (07) 4746 4000 • Contact North West Hospital and Health Service on (07) 4744 7115 or email nwhsclo@health.qld.gov.au • Write to the Consumer Liaison Officer, North West Hospital and Health Service, PO Box 27, Mount Isa Qld 4825 Kawana Private Hospital • Name • Telephone • Email • What is the nature of your enquiry? • Your message - Contact the hospital directly on (07) 5413 9100
Kilcoy Hospital (Metro North Health)	•	• Type of enquiry • I require a response - yes or no • Name • Phone • Email • Your enquiry • - Contact the hospital's Consumer Liaison Officer directly on (07) 5433 8888 or email Cab_CLO@health.qld.gov.au • Complete the online feedback form for Metro North Health • Contact Metro North Health on (07) 3646 8111 or email metronorthfeedback@health.qld.gov.au

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Kingaroy Hospital & Community Health Centre (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4162 0200 or email kingaroy_admin@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350
Lady Bjelke-Petersen Community Hospital	No online feedback form available	Contact the hospital directly on (07) 4162 1444 or email admissions@lbpch.com.au
Laidley Hospital (West Moreton Health)	No online feedback form from the hospital but you can provide feedback to West Moreton Health: • Do you want to remain anonymous? • Which hospital or facility is your feedback about? • If you selected other, which health facility is your feedback about? • Which ward, unit or service is your feedback about? • Name (optional) • Email • Phone • Is your complaint for you or someone else? • DOB • UR Number • Do you give permission to access your health record as part of our review? • Full name of the person your complaint is for • DOB of the person your complaint is for • Phone number for the person your complaint is for • What's your relationship to the person you're making a complaint for? • Date of event • Tell us about your experience • What result are you looking for? • How would you like us to respond to you? • If you selected post, please enter your postal address • Do you need support with any of the following? • Do you identify as Aboriginal and/or Torres Strait Islander • Are you taking part in research study or clinical trial?	• Contact the hospital directly on (07) 5466 8100 • Contact the West Moreton Health Consumer Liaison Officer on 0409 275 503 (8am-4pm, Monday to Friday) or email WMH_CLO@health.qld.gov.au or mail to PO Box 73, Ipswich QLD 4305
Logan Hospital (Metro South Health)	No online feedback form for the hospital but you can provide feedback to Metro South Health: • How would you like to give feedback - Written message using online form/upload video/upload voice message • Which hospital or health service is your feedback about • Name (optional) • Email • Phone • What type of feedback are you giving?	• Contact the hospital directly on (07) 3299 8899 (7:30am - 5pm, Monday to Friday) • Contact the consumer liaison officer for Metro South Health at (07) 3299 8587 or email CLS_LB@health.qld.gov.au or write to Consumer Liaison Service, PO Box 6031, Yatala Qld 4207 • Filling in a Have Your Say card at the hospital or health centre you are at and giving it to staff or placing it in the feedback box

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Longreach Hospital (Central West Health)	No online feedback form for the hospital but you can provide feedback to Central West Health: • Name (First and Last) • Phone • Email • Aboriginal and Torres Strait Islander origin • What kind of feedback do you have? • Which hospital, health centre or service is your feedback about?	
Provide detailed feedback for us	•	Contact the hospital directly on (07) 4658 4700 (8am - 5pm, Monday to Friday) • Contact Central West Health on (07) 4652 8013 and ask for the Quality Coordinator or email cw-feedback@health.qld.gov.au • You can also write to: Quality Coordinator Central West Hospital and Health Service PO Box 510 Longreach Qld 4730
Mackay Base Hospital (Mackay Hospital and Health Service)	No online feedback form for the hospital but you can provide feedback to Mackay Hospital and Health Service via their online feedback form: • Do you want to remain anonymous? • Are you giving feedback on behalf of someone else? • Date of event • Which hospital or health centre is your feedback about? • Which ward, department or service is your feedback about? • Type of feedback • Your feedback • What outcome are you looking for? • How would you like us to respond to you?	• Contact the hospital directly on (07) 4885 6000 • Contact Mackay Hospital and Health Service on (07) 4885 7690 or email mhhsfeedback@health.qld.gov.au or write to: Consumer Feedback Service Mackay Hospital and Health Service PO Box 5580 Mackay MC Qld 4741 • You can also complete the consumer feedback form and either post it or hand the completed form to one of the staff members Mackay Private Hospital No online feedback form but there is an online enquiry form that you can contact the hospital via: • Name • Email • Phone • Message Contact the hospital directly on (07) 4942 3848 or email mackay@aurorahealth.com.au Mackay Specialist Day Hospital No online feedback form but you can contact the hospital via their online contact us form: • Name • Email • Phone • Message Contact the hospital directly on (07) 4977 5100 (8am-4:30pm, Monday to Friday)

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Maleny Hospital (Sunshine Coast Hospital and Health Service)	No online feedback form available but you can provide feedback using the online feedback form for Sunshine Coast Hospital and Health Services: • What kind of feedback do you have • Your feedback for us • Date of event • Which location, service or hospital is your feedback about • Which unit, ward or area is your feedback about • What outcome would you like from your complaint feedback? • Do you wish to be contacted with a response? • Do you wish to remain anonymous? • Your name • Your DOB • Your address • Your phone number • Your email address • Do you consent for us to access your health records if required to review your concerns? • Are you giving feedback on behalf of someone one else? • Your relationship to them • Their name • Their DOB • Their UR or patient number • Their address • Do you have their permission to provide feedback on their behalf?	• Contact the hospital directly on (07) 5420 5000 • Contact Sunshine Coast Hospital and Health Service on 1300 872 322 (8am-3:30pm) or email SC-PLO-Inquiry@health.qld.gov.au • Write to Sunshine Coast Hospital and Health Service: The Patient Liaison Officer, Safety, Quality and Improvement', Nambour General Hospital, PO Box 547 Nambour Qld 4560
Mareeba Hospital (Cairns and Hinterland Hospital and Health Service)	No online feedback form for the hospital but you can provide feedback to Cairns and Hinterland Hospital and Health Service: • What kind of feedback do you have? • Do you want to remain anonymous? • Full name • DOB • Phone • Email • Are you giving feedback on behalf of someone else? • Patient's full name • Patient's DOB • Relationship to patient • Date occurred • Your feedback for us • Would you like us to contact you with the outcome?	• Contact the hospital directly on (07) 4092 9333 (8am - 4:30pm) • Contact Cairns and Hinterland Hospital and Health Service on (07) 4226 8244 or (07) 4226 6864 or email chhhs_feedback@health.qld.gov.au • You can also write to: Patient Liaison Service Cairns and Hinterland Hospital and Health Service PO Box 902 Cairns QLD 4870
Maryborough Hospital (Wide Bay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Wide Bay Hospital and Health Service • Do you want to give feedback anonymously • Name • Email • Phone • Patient's full name • Patient's DOB • What facility is your feedback about? • Which unit, ward or area is your feedback about • Date feedback relates to • Feedback message • Do you want to get involved as a consumer representative in our future service improvement activities?	• Contact the hospital directly on (07) 4122 8222 • Contact Wide Bay Hospital and Health Service on (07) 4338 8989

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Mater Adult Hospital (This is a public hospital)	•	Name • Email • Phone (optional) • Hospital • Comment type - Select Complaint • Message • Contact the hospital directly on (07) 3163 8111 or (07) 3095 8111 • You can also email the South Brisbane and Springfield Mater team on patientrep@mater.org.au or phone them on (07) 3163 8303 to provide feedback
Mater Mother's Hospital (This is a public hospital)	•	Name • Email • Phone (optional) • Hospital • Comment type - Select Complaint • Message • Contact the hospital directly on (07) 3163 1918 or (07) 3163 1919 • You can also email the South Brisbane and Springfield Mater team on patientrep@mater.org.au or phone them on (07) 3163 8303 to provide feedback
Mater Private Day Hospital Brookwater (This has been relocated to Springfield)	•	Name • Email • Phone (optional) • Hospital • Comment type - Select Complaint • Message • Contact the hospital directly on (07) 3098 3900 • You can also email the South Brisbane and Springfield Mater team on patientrep@mater.org.au or phone them on (07) 3163 8303 to provide feedback Mater Private Hospital (South Brisbane) • Name • Email • Phone (optional) • Hospital • Comment type - Select Complaint • Message • Contact the hospital directly on (07) 3163 8111 or (07) 3098 8111 • You can also email the South Brisbane and Springfield Mater team on patientrep@mater.org.au or phone them on (07) 3163 8303 to provide feedback Mater Private Hospital Bundaberg • Name • Email • Phone (optional) • Hospital • Comment type - Select Complaint • Message

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Mater Private Day Hospital Brookwater (This has been relocated to Springfield) (continued)		Contact the hospital directly on (07) 4153 9539 or email patientrep@mater.org.au Mater Private Hospital Mackay • Name • Email • Phone (optional) • Hospital • Comment type - Select Complaint • Message Contact the hospital directly on (07) 4965 5666 or email patientrep@mater.org.au Mater Private Hospital Mackay (Wellington Street Campus) • Name • Email • Phone (optional) • Hospital • Comment type - Select Complaint • Message • Contact the hospital directly on (07) 4953 5990 • Contact the Mackay Mater hospital team on (07) 4965 5666 or email patientrep@mater.org.au Mater Private Hospital Redland • Name • Email • Phone (optional) • Hospital • Comment type - Select Complaint • Message
Mater Private Day Hospital Brookwater (This has been relocated to Springfield) (continued)		• Contact the hospital directly on (07) 3163 7444 • Contact the Redland Mater Hospital team on (07) 3163 7305 or email patientrep@mater.org.au Mater Private Hospital Rockhampton • Name • Email • Phone (optional) • Hospital • Comment type - Select Complaint • Message Contact the hospital directly on (07) 4931 3313 or email patientrep@mater.org.au Mater Private Hospital Townsville • Name • Email • Phone (optional) • Hospital • Comment type - Select Complaint • Message Contact the hospital directly on (07) 4727 4444 or email patientrep@mater.org.au
Mater Private Hospital Townsville (Hyde Park Campus)	•	• Name • Email • Phone (optional) • Hospital • Comment type - Select Complaint • Message Contact the hospital directly on (07) 4727 4444 or email patientrep@mater.org.au

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Mater Women's & Children's Private Health Services (The Mater hospital website lists Mater Catherine's House for Mothers, Babies and Families, and the Mater Mothers' Private Brisbane hospitals as the only two private hospital facilities located in Raymond Terrace)	•	Name • Email • Phone (optional) • Hospital • Comment type - Select Complaint • Message • Contact Catherine's House for Mothers, Babies and Families on (07) 3163 8111 • Contact Mater Mothers' Private Brisbane on (07) 3163 1918 • Contact the South Brisbane and Springfield Mater hospital team on (07) 3163 8303 or email patientrep@mater.org.au
Miami Private Hospital	No online feedback form from the hospital but you can contact the hospital via their online contact form: • I'd like to - select make an enquiry • Name • Phone number • Email address • How did you hear about us (optional) • Comments or Questions	Contact the hospital directly on 1800111634 or email reception@miamiprivatehospital.com.au
Miles Hospital (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4628 5600 or email Miles_Admin@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350
Millmerran Hospital (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4695 3111 (8am - 4:30pm) • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Mitchell Hospital (South West Hospital and Health Service)	No online feedback form for the hospital but you can provide feedback to the South West Hospital and Health Service: • What type of feedback do you have • Do you want to remain anonymous • Full name (optional) • DOB • Phone number • Email • Do you identify as an Aboriginal or Torres Strait Islander person? • Are you giving feedback on behalf of someone else? • Do they identify as an aboriginal or torres strait islander person? • Patient's full name • Patient's DOB • Your relationship to patient • Which location, service or hospital is your feedback about? • Date occurred	
Your feedback for us	Contact the hospital directly on (07) 4623 8200	
Monto Hospital (Wide Bay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Wide Bay Hospital and Health Service • Do you want to give feedback anonymously • Name • Email • Phone • Patient's full name • Patient's DOB • What facility is your feedback about? • Which unit, ward or area is your feedback about • Date feedback relates to • Feedback message • Do you want to get involved as a consumer representative in our future service improvement activities?	• Contact the hospital directly on (07) 4166 9300 (8:30am - 4:30pm) • Contact Wide Bay Hospital and Health Service on (07) 4338 8989
Moranbah Hospital (Mackay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Mackay Hospital and Health Service: • Do you want to remain anonymous • Are you giving feedback on behalf of someone else? • Date of event • Which hospital or health centre is your feedback about? • Which ward, department or service if your feedback about? • Type of feedback • Your feedback • What outcome are you looking for? • How would you like us to respond to you?	• Contact the hospital directly on (07) 4941 4600 • Contact Mackay Hospital and Health Service on (07) 4885 7690 or email mhhsfeedback@health.qld.gov.au or post to Consumer Feedback Service Mackay Hospital and Health Service PO Box 5580 Mackay MC Qld 4741
Moreton Day Hospital	No online feedback form available.	Contact the hospital directly on (07) 3487 1111 or email info@mdhospital.com.au
Mornington Island Hospital (North West Hospital and Health Service)	No online feedback form available.	• Contact the hospital directly on (07) 4745 7777 • Contact North West Hospital and Health Service on (07) 4744 7115 or email nwhhsclo@health.qld.gov.au • Write to the Consumer Liaison Officer, North West Hospital and Health Service, PO Box 27, Mount Isa Qld 4825

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Mossman Hospital (Douglas Shire Multi Purpose Health Service) (Cairns and Hinterland Hospital and Health Service)	No online feedback form for the hospital but you can provide feedback to Cairns and Hinterland Hospital and Health Service: • What kind of feedback do you have? • Do you want to remain anonymous? • Full name • DOB • Phone • Email • Are you giving feedback on behalf of someone else? • Patient's full name • Patient's DOB • Relationship to patient • Date occurred • Your feedback for us • Would you like us to contact you with the outcome?	• Contact the hospital directly on (07) 4084 1200 (8:30am - 9pm, Monday to Friday, 8:30am - 5pm, Saturday to Sunday) • Contact Cairns and Hinterland Hospital and Health Service on (07) 4226 8244 or (07) 4226 6864 or email chhhs_feedback@health.qld.gov.au • You can also write to: Patient Liaison Service Cairns and Hinterland Hospital and Health Service PO Box 902 Cairns QLD 4870
Mount Isa Hospital (North West Hospital and Health Service)	No online feedback form available.	• Contact the hospital directly on (07) 4744 7115 or email nwhhsclo@health.qld.gov.au • Contact North West Hospital and Health Service on (07) 4744 7115 or email nwhhsclo@health.qld.gov.au • Write to the Consumer Liaison Officer, North West Hospital and Health Service, PO Box 27, Mount Isa Qld 4825
Mount Morgan Hospital (Central Queensland Hospital and Health Service)	No online feedback form from the hospital but you can provide online feedback to Central Queensland Hospital and Health Service: • Do you want to remain anonymous • Are you providing feedback on behalf of someone else • What is your relationship to this person • Your address • Email • Phone • Do you have permission to provide feedback on the patient's behalf • Patient's name • Patient's DOB • Patient's address • Patient's email • Patient's phone • Does the patient require assistance • Does the patient identify as Aboriginal and/or Torres Strait Islander • What kind of feedback would you like to give • Date of event • Name of facility • Ward, unit or service • Your feedback • What outcomes are you seeking • How would you like CQ Health to respond to you?	• Contact the hospital directly on (07) 4912 5100 (8am - 5pm, Monday to Friday) • Contact Central Qld Hospital and Health Service on 1300 030 909 or email CQHHSConsumerFeedback@health.qld.gov.au • You can also write to: Consumer Feedback Service Central Queensland Hospital and Health Service PO Box 871 Rockhampton Qld 4700

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Moura Hospital (Central Queensland Hospital and Health Service)	No online feedback form from the hospital but you can provide online feedback to Central Queensland Hospital and Health Service: • Do you want to remain anonymous • Are you providing feedback on behalf of someone else • What is your relationship to this person • Your address • Email • Phone • Do you have permission to provide feedback on the patient's behalf • Patient's name • Patient's DOB • Patient's address • Patient's email • Patient's phone • Does the patient require assistance • Does the patient identify as Aboriginal and/or Torres Strait Islander • What kind of feedback would you like to give • Date of event • Name of facility • Ward, unit or service • Your feedback • What outcomes are you seeking • How would you like CQ Health to respond to you?	• Contact the hospital directly on (07) 4997 2900 (7:30am - 3:30pm, Monday to Friday) • Contact Central Qld Hospital and Health Service on 1300 030 909 or email COHHSConsumerFeedback@health.qld.gov.au • You can also write to: Consumer Feedback Service Central Queensland Hospital and Health Service PO Box 871 Rockhampton Qld 4700 MSI Brisbane • Type of enquiry - select make a complaint or give feedback • Name • Email • Phone • State/Territory • Write your enquiry, feedback or comment here Contact the hospital directly on 1300 003 707
Mundubbera Multipurpose Health Service (Wide Bay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Wide Bay Hospital and Health Service • Do you want to give feedback anonymously • Name • Email • Phone • Patient's full name • Patient's DOB • What facility is your feedback about? • Which unit, ward or area is your feedback about • Date feedback relates to • Feedback message • Do you want to get involved as a consumer representative in our future service improvement activities?	• Contact the hospital directly on (07) 4165 5200 (8:30am - 5:00pm, Monday to Friday) • Contact Wide Bay Hospital and Health Service on (07) 4338 8989
Mungindi Hospital (South West Hospital and Health Service)	No online feedback form for the hospital but you can provide feedback to the South West Hospital and Health Service: • What type of feedback do you have • Do you want to remain anonymous • Full name (optional) • DOB • Phone number • Email • Do you identify as an Aboriginal or Torres Strait Islander person? • Are you giving feedback on behalf of someone else? • Do they identify as an aboriginal or torres strait islander person? • Patient's full name • Patient's DOB • Your relationship to patient • Which location, service or hospital is your feedback about? • Date occurred • Your feedback for us	Contact the hospital directly on (02) 6705 6100 (8am - 5pm, Monday to Friday)

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Murgon Hospital (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4169 9600 (8:30am - 5 pm) or email Murgon.Admin@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350
Nambour General Hospital (Sunshine Coast Hospital and Health Service)	No online feedback form available but you can provide feedback using the online feedback form for Sunshine Coast Hospital and Health Services: • What kind of feedback do you have • Your feedback for us • Date of event • Which location, service or hospital is your feedback about • Which unit, ward or area is your feedback about • What outcome would you like from your complaint feedback? • Do you wish to be contacted with a response? • Do you wish to remain anonymous? • Your name • Your DOB • Your address • Your phone number • Your email address • Do you consent for us to access your health records if required to review your concerns? • Are you giving feedback on behalf of someone one else? • Your relationship to them • Their name • Their DOB • Their UR or patient number • Their address • Do you have their permission to provide feedback on their behalf?	• Contact the hospital directly on (07) 5470 6600 (8am - 4:30pm, Monday to Friday) or write to PO Box 5340 Sunshine Coast MC Qld 4560 • Contact Sunshine Coast Hospital and Health Service on 1300 872 322 (8am-3:30pm) or email SC-PLO-Inquiry@health.qld.gov.au • Write to: The Patient Liaison Officer, Safety, Quality and Improvement', Nambour General Hospital, PO Box 547 Nambour Qld 4560 Nambour Selangor Private Hospital • Name • Phone (optional) • Email • Reason for enquiry - select feedback Contact the hospital on (07) 5459 7444
Nanango Hospital (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4171 6700 (8:30am - 5 pm) or email AdminNanango@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350 Noosa Hospital • Name • Phone (optional) • Email • Comment • Acknowledgment that submission is of a general nature and does not include any sensitive health information Contact the hospital's After Hours Manager for any urgent feedback/issues on (07) 5455 9520

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Normanton Hospital (North West Hospital and Health Service)	No online feedback form available.	• Contact the hospital directly on (07) 4745 2100 (8am - 4:30pm, Monday to Friday) or email Normanton-Admin@health.qld.gov.au • Contact North West Hospital and Health Service on (07) 4744 7115 or email nwhhsclo@health.qld.gov.au • Write to the Consumer Liaison Officer, North West Hospital and Health Service, PO Box 27, Mount Isa Qld 4825 North Lakes Day Hospital • Name • Phone • Email • Tell us about your experience • Would you like to be contacted Contact the hospital directly on (07) 3833 6755 or email admin@northlakesdayhospital.com.au
Oakey Hospital (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4691 4888 (8:30am - 4:30 pm) • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350
Pindara Private Hospital	No online feedback form available	• Complete the daily feedback card provided when you are hospitalised • Contact the hospital co-ordinator or Director of Clinical Services on (07) 5588 9888 • Fill out the online form to email the hospital: ◦ Name ◦ Phone (optional) ◦ Email ◦ Reason for enquiry - select feedback
Princess Alexandra Hospital (Metro South Health)	No online feedback form for the hospital but you can provide feedback to Metro South Health: • How would you like to give feedback - Written message using online form/upload video/upload voice message • Which hospital or health service is your feedback about • Name (optional) • Email • Phone • What type of feedback are you giving?	• Contact the hospital directly on (07) 3176 2111 • Contact the consumer liaison officer at (07) 3176 5598 or email PAH_PLO@health.qld.gov.au or write to the Patient Liaison Office, DELPT 41, 199 Ipswich Rd Woolloongabba Qld 4102 • Filling in a Have Your Say card at the hospital or health centre you are at and giving it to staff or placing it in the feedback box

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Proserpine Hospital (Mackay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Mackay Hospital and Health Service: • Do you want to remain anonymous • Are you giving feedback on behalf of someone else? • Date of event • Which hospital or health centre is your feedback about? • Which ward, department or service if your feedback about? • Type of feedback • Your feedback • What outcome are you looking for? • How would you like us to respond to you?	• Contact the hospital directly on (07) 4813 9400 • Contact Mackay Hospital and Health Service on (07) 4885 7690 or email mhhsfeedback@health.qld.gov.au or post to Consumer Feedback Service Mackay Hospital and Health Service PO Box 5580 Mackay MC Qld 4741
Queen Elizabeth II Jubilee Hospital (Metro South Health)	No online feedback form for the hospital but you can provide feedback to Metro South Health: • How would you like to give feedback - Written message using online form/upload video/upload voice message • Which hospital or health service is your feedback about • Name (optional) • Email • Phone • What type of feedback are you giving?	• Contact the hospital directly on (07) 3182 6111 (8am - 5pm, Monday to Friday) • Contact the consumer liaison officer at (07) 3182 6110 or email CLO_OE2@health.qld.gov.au or write to Consumer Liaison Service, Locked Bag 2, Archerfield Qld 4108 • Filling in a Have Your Say card at the hospital or health centre you are at and giving it to staff or placing it in the feedback box Queensland Children's Hospital • Do you want to remain anonymous? • Would you like us to contact you? • First name • Last name • Phone • Email • Are you providing feedback on behalf of someone else? • Their name • Their last name • Their email • What is your relationship to this person? • Are you or the person you're providing feedback for of Aboriginal and Torres Strait Islander origin? • What kind of feedback do you have? • Which children's health Queensland hospital, health centre or service is your feedback about? • Provide detailed feedback for us Contact the hospital directly on (07) 3068 1120 or email CHO_PatientExperience@health.qld.gov.au or write to: Patient Experience Team Children's Health Queensland PO Box 3474 South Brisbane QLD 4101
Quilpie Hospital (South West Hospital and Health Service)	No online feedback form for the hospital but you can provide feedback to the South West Hospital and Health Service: • What type of feedback do you have • Do you want to remain anonymous • Full name (optional) • DOB • Phone number • Email • Do you identify as an Aboriginal or Torres Strait Islander person? • Are you giving feedback on behalf of someone else? • Do they identify as an aboriginal or torres strait islander person? • Patient's full name • Patient's DOB • Your relationship to patient • Which location, service or hospital is your feedback about? • Date occurred • Your feedback for us	Contact the hospital directly on (07) 4656 0100

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Ramsay Surgical Centre Cairns	No online feedback form available.	Contact the hospital directly on (07) 4051 5454 or fill out the online form to email the hospital: • Name • Phone • Email • Reason for enquiry - select feedback Redcliffe Hospital (Metro North Health) No online feedback form for the hospital but you can provide feedback to Metro North Health in relation to the hospital • Type of enquiry • Do you require a response? • Name • Phone number • Email • Your enquiry or feedback • Contact the hospital directly on (07) 3883 7777 • Contact the Consumer Liaison Officer on (07) 3883 7043 or email red_clo@health.qld.gov.au • Complete the online feedback form for Metro North Health • Contact Metro North Health on (07) 3646 8111 or email metronorthfeedback@health.qld.gov.au
Redland Hospital (Metro South Health)	No online feedback form for the hospital but you can provide feedback to Metro South Health: • How would you like to give feedback - Written message using online form/upload video/upload voice message • Which hospital or health service is your feedback about • Name (optional) • Email • Phone • What type of feedback are you giving?	• Contact the hospital directly on (07) 3488 3111 • Contact the consumer liaison officer at (07) 3488 3504 or email CLS_Bayside@health.qld.gov.au or write to Consumer Liaison Service, PO Box 585 Cleveland Qld 4163 • Filling in a Have Your Say card at the hospital or health centre you are at and giving it to staff or placing it in the feedback box
Richmond Hospital (Townsville Hospital and Health Service)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for Townsville Hospital and Health Service: • Which facility is your feedback about • Which ward/department is your feedback about • Please detail your feedback • What outcome would you like from your feedback • Do you wish to remain anonymous • Your name • Your DOB • Your address • Your preferred contact number • Are you providing feedback on behalf of someone else? If so, please provide their details • Their name • Their DOB	
Do you have permission to provide feedback on their behalf?	•	Contact the hospital directly on (07) 4741 6100 • Contact Townsville Hospital and Health Service on (07) 4433 1074 (8am-4pm, Monday to Friday) or email THHS-Feedback@health.qld.gov.au • Complete the "please tell us" form located throughout the health service and hand it to a staff member or post it to the Patient Feedback Service: Patient Feedback Service Townsville University Hospital PO Box 670 TOWNSVILLE QLD 4810

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Ripley Specialised Inpatient Services (West Moreton Health)	No online feedback form from the hospital but you can provide feedback to West Moreton Health: • Do you want to remain anonymous? • Which hospital or facility is your feedback about? • If you selected other, which health facility is your feedback about? • Which ward, unit or service is your feedback about? • Name (optional) • Email • Phone • Is your complaint for you or someone else? • DOB • UR Number • Do you give permission to access your health record as part of our review? • Full name of the person your complaint is for • DOB of the person your complaint is for • Phone number for the person your complaint is for • What's your relationship to the person you're making a complaint for? • Date of event • Tell us about your experience • What result are you looking for? • How would you like us to respond to you? • If you selected post, please enter your postal address • Do you need support with any of the following? • Do you identify as Aboriginal and/or Torres Strait Islander • Are you taking part in research study or clinical trial?	• Contact the hospital directly on (07) 3810 1111 (7 days a week, 6am - 8pm) • Contact the West Moreton Health Consumer Liaison Officer on 0409 275 503 (8am-4pm, Monday to Friday) or email WMH_CLO@health.qld.gov.au or mail to PO Box 73, Ipswich QLD 4305
Rivercity Private Hospital	No online feedback form available.	• Contact the hospital directly on (07) 3736 3010 (general enquiries line) or email enquiries@rivercityph.com.au • Contact the Director of Nursing and General Manager, Kylie Bennett on 0409 443 636 or email kylie.bennett@visionhospitalgroup.com.au
Robina Hospital (Gold Coast Health)	No online feedback form for the hospital but you can provide feedback via the online feedback form for Gold Coast Health: • Your name • Address • Suburb • Phone • Date • Email • Service/department • Relationship to the patient • Patient name • Patient Identity Number • Patient DOB • Do you have patient's consent to discuss? • Tell us about your experience • Do you wish to receive a response? • Do you require an interpreter?	• Contact the hospital directly on (07) 5668 6000 • Email Gold Coast Health on GCCFS@health.qld.gov.au or contact (07) 5687 2048 Robina Private Hospital No online feedback form but you can send the hospital a message via their online form: • Name • Email • Phone • Message Contact the hospital directly on (07) 5665 5100 or email robina.admissions@aurorahealth.com.au

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Rockhampton Base Hospital (Central Queensland Hospital and Health Service)	No online feedback form from the hospital but you can provide online feedback to Central Queensland Hospital and Health Service: • Do you want to remain anonymous • Are you providing feedback on behalf of someone else • What is your relationship to this person • Your address • Email • Phone • Do you have permission to provide feedback on the patient's behalf • Patient's name • Patient's DOB • Patient's address • Patient's email • Patient's phone • Does the patient require assistance • Does the patient identify as Aboriginal and/or Torres Strait Islander • What kind of feedback would you like to give • Date of event • Name of facility • Ward, unit or service • Your feedback • What outcomes are you seeking • How would you like CQ Health to respond to you?	• Contact the hospital directly on (07) 4920 6211 (8am - 5pm, Monday to Friday) • Contact Central Qld Hospital and Health Service on 1300 030 909 or email COHHSConsumerFeedback@health.qld.gov.au • You can also write to: Consumer Feedback Service Central Queensland Hospital and Health Service PO Box 871 Rockhampton Qld 4700
Roderick Street Day Surgery	No online feedback form available.	Contact the hospital directly on (07) 3924 4288 (8am - 4pm, Thursday to Tuesday excluding weekends, 7am - 10pm on Wednesday)
Roma Hospital (South West Hospital and Health Service)	No online feedback form for the hospital but you can provide feedback to the South West Hospital and Health Service: • What type of feedback do you have • Do you want to remain anonymous • Full name (optional) • DOB • Phone number • Email • Do you identify as an Aboriginal or Torres Strait Islander person? • Are you giving feedback on behalf of someone else? • Do they identify as an aboriginal or torres strait islander person? • Patient's full name • Patient's DOB • Your relationship to patient • Which location, service or hospital is your feedback about? • Date occurred • Your feedback for us	• Contact the hospital directly on (07) 4624 2700 Royal Brisbane & Womens Hospital (Metro North Health) • Type of enquiry - Select general enquiry and feedback or feedback about your care • Do you require a response • Name • Phone • Email • Patient's name • Patient's DOB • Patient's UR Number (optional) • Do you or the patient identify as aboriginal or torres strait islander? • Your enquiry or feedback • Date event occurred • Location • Contact the Patient Liaison Officer on (07) 3646 8216 or email BBWH-PLS@health.qld.gov.au • Complete the online feedback form for Metro North Health • Contact Metro North Health on (07) 3646 8111 or email metronorthfeedback@health.qld.gov.au
Sarina Hospital (Mackay Hospital and Health Service)	No online feedback form from the hospital but you can provide feedback to Mackay Hospital and Health Service: • Do you want to remain anonymous • Are you giving feedback on behalf of someone else? • Date of event • Which hospital or health centre is your feedback about? • Which ward, department or service if your feedback about? • Type of feedback • Your feedback • What outcome are you looking for? • How would you like us to respond to you?	• Contact the hospital directly on (07) 4943 8777 • Contact Mackay Hospital and Health Service on (07) 4885 7690 or email mhhsfeedback@health.qld.gov.au or post to Consumer Feedback Service Mackay Hospital and Health Service PO Box 5580 Mackay MC Qld 4741

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Short Street Day Surgery	No online feedback form available but you can fill out the online contact form to email the hospital: • Name • Phone (optional) • Email • Reason for enquiry	• Complete the patient feedback cards and hand them to the nursing staff or reception • Contact the Executive office at Pindara Hospital at (07) 5588 9176 • Contact the hospital directly on (07) 5528 4011
South Brisbane Day Hospital	No online feedback form available.	Contact the hospital directly on (07) 3239 5090 or email reception@sbdh.com.au Southport Day Hospital • Your name • Your email • Subject • Your email Contact the hospital directly on (07) 5620 1000 or email admin@southportdayhospital.com.au or write to: Level 1, 98 Marine Parade Southport QLD 4215 Australia
Spendelove Private Hospital	No online feedback form but you can contact the hospital via their online contact form: • Name • Email • Phone • Message	Contact the hospital on (07) 5503 0911 or email info@spendeloveprivate.com.au
Spring Hill Specialist Day Hospital	Complete the online patient satisfaction survey Contact the hospital directly on (07) 3307 3243 or complete the online contact form: • Name • Email • Phone • Message	
Springsure Hospital (Central Queensland Hospital and Health Service)	No online feedback form from the hospital but you can provide online feedback to Central Queensland Hospital and Health Service: • Do you want to remain anonymous • Are you providing feedback on behalf of someone else • What is your relationship to this person • Your address • Email • Phone • Do you have permission to provide feedback on the patient's behalf • Patient's name • Patient's DOB • Patient's address • Patient's email • Patient's phone • Does the patient require assistance • Does the patient identify as Aboriginal and/or Torres Strait Islander • What kind of feedback would you like to give • Date of event • Name of facility • Ward, unit or service • Your feedback • What outcomes are you seeking • How would you like CQ Health to respond to you?	• Contact the hospital directly on (07) 4847 9200 (8:30am - 4:30pm, Monday to Friday) • Contact Central Qld Hospital and Health Service on 1300 030 909 or email COHHSConsumerFeedback@health.qld.gov.au • You can also write to: Consumer Feedback Service Central Queensland Hospital and Health Service PO Box 871 Rockhampton Qld 4700
Springwood Day Surgery	No online feedback form available.	Contact the hospital directly on (07) 2802 4499 (8am - 4pm) or email info@springwooddaysurgery.com.au

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
St Andrew's Ipswich Private Hospital	No online feedback form available but you can email the hospital by completing the online contact form: • Name • Phone (optional) • Email • Reason for enquiry	Contact the hospital directly on (07) 3816 9999 St Andrew's Toowoomba Hospital • Type of feedback - select complaint • Area for which feedback is provided? • Are you a - select patient/visitor etc • Name • Interpreter required? • Preferred mode of contact • Address • Suburb/City • Postcode • State • Contact number • Email • Detail • Please upload any documents/photos you may have Contact the hospital directly on (07) 4521 0306 or email admin@sath.org.au or write to PO Box 263 Toowoomba Qld 4350 St Andrew's War Memorial Hospital • Full name • Telephone number • Email • Feedback • Ask to speak to the Ward Clinical Nurse Manager or After Hours Co-ordinators (after hours) who will be able to assist you directly or contact the appropriate person • Write to the General Manager or the Risk and Quality Department: GPO Box 764, Brisbane QLD 4001 • Email SAWMH-RiskandQuality@uhealth.com.au
St George Hospital (Qld) (South West Hospital and Health Service)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for South West Hospital and Health Service: • What type of feedback do you have • Do you want to remain anonymous • Name • DOB • Phone number • Email • Do you identify as an Aboriginal or Torres Strait Islander person? • Are you giving feedback on behalf of someone else? • Do they identify as an Aboriginal or Torres Strait Islander person? • Patient's full name • Patient's DOB • Your relationship to patient • Which location, service or hospital is your feedback about? • Date occurred • Your feedback for us	• Contact the hospital directly on (07) 4620 2222 (8am-5pm, Monday to Friday) • Complete the "Have your say" form and hand it back to one of the staff members or leave it in the "Have your say" box St Stephen's Hospital Hervey Bay • Name • Phone number • Email • Your message • Contact the Executive Office on telephone 07 4120 1315 or in writing to: The General Manager St Stephen's Hospital PO Box 1558 Hervey Bay QLD 4655 St Vincent's Private Hospital Brisbane • Select hospital • Name • Call back number (optional) • Email • Postcode (optional) • How would you like us to contact you? • Your message Contact the hospital directly on (07) 3240 1111 St Vincent's Private Hospital Northside • Select hospital • Name

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
St George Hospital (Qld) (South West Hospital and Health Service) (continued)		• Call back number (optional) • Email • Postcode (optional) • How would you like us to contact you? • Your message Contact the hospital directly on (07) 3326 3000 St Vincent's Private Hospital Toowoomba • Select hospital • Name • Call back number (optional) • Email • Postcode (optional) • How would you like us to contact you? • Your message Contact the hospital directly on (07) 4690 4000
Stanthorpe Hospital (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4683 3400 or email Admin.Stanthorpe@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350 Sunnybank Private Hospital • Category of feedback • Name • Email • Phone number • Feedback Contact the hospital directly on (07) 3344 9333 Sunshine Coast Day Surgery • Name • Telephone number • Email • What is the nature of your enquiry • Your message Contact the hospital directly on (07) 5294 6516

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Sunshine Coast University Hospital (Sunshine Coast Hospital and Health Service)	No online feedback form available but you can provide feedback using the online feedback form for Sunshine Coast Hospital and Health Services: • What kind of feedback do you have • Your feedback for us • Date of event • Which location, service or hospital is your feedback about • Which unit, ward or area is your feedback about • What outcome would you like from your complaint feedback? • Do you wish to be contacted with a response? • Do you wish to remain anonymous? • Your name • Your DOB • Your address • Your phone number • Your email address • Do you consent for us to access your health records if required to review your concerns? • Are you giving feedback on behalf of someone one else? • Your relationship to them • Their name • Their DOB • Their UR or patient number • Their address • Do you have their permission to provide feedback on their behalf?	• Contact the hospital directly on (07) 5202 0000 or write to PO Box 5340 Sunshine Coast MC Qld 4560 • Contact Sunshine Coast Hospital and Health Service on 1300 872 322 (8am-3:30pm) or email SC-PIO-Inquiry@health.qld.gov.au • Write to: The Patient Liaison Officer, Safety, Quality and Improvement', Nambour General Hospital, PO Box 547 Nambour Qld 4560
Sunshine Coast University Private Hospital	No online feedback form but you can email the hospital via their online contact form: • Name • Phone (optional) • Email • Reason for enquiry	Contact the hospital directly on (07) 5390 6000
Surat Hospital (South West Hospital and Health Service)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for South West Hospital and Health Service: • What type of feedback do you have • Do you want to remain anonymous • Name • DOB • Phone number • Email • Do you identify as an Aboriginal or Torres Strait Islander person? • Are you giving feedback on behalf of someone else? • Do they identify as an Aboriginal or Torres Strait Islander person? • Patient's full name • Patient's DOB • Your relationship to patient • Which location, service or hospital is your feedback about? • Date occurred • Your feedback for us	• Contact the hospital directly on (07) 4626 6200 (8am-5pm, Monday to Friday) • Complete the "Have your say" form and hand it back to one of the staff members or leave it in the "Have your say" box • Surgical Treatment And Rehabilitation Service (Stars) (Metro North Health) • Type of enquiry - select general enquiry and feedback • Do you require a response? • If yes, please provide ◦ Name ◦ Phone number ◦ Email • Your enquiry or feedback Contact the hospital's patient experience officer on (07) 3647 6976 or email STARS_PatientExperience@health.qld.gov.au

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Tara Hospital (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4678 7900 or email Tara.admin@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350
Taroom Hospital (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address	
Their phone number (optional)	•	• Contact the hospital directly on (07) 4628 9900 or email Admin_Taroom@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Texas Hospital Multipurpose Health Service (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4653 3200 • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350
The Southport Private Hospital	No online feedback form but you can email the hospital by completing the online contact us form: • Name • Phone (optional) • Email • Reason for enquiry	Contact the hospital directly on (07) 5671 8000 The Wesley Hospital • Name • Email (optional) • Phone • Enquiry • Contact the patient liaison officer on (07) 3232 7470 • Complete the patient survey that you may receive after being discharged • Write to the Quality and Safety team or the General Manager at The Wesley Hospital, GPO Box 499, Toowong, 4066
Theodore Hospital (Central Queensland Hospital and Health Service)	No online feedback form from the hospital but you can provide online feedback to Central Queensland Hospital and Health Service: • Do you want to remain anonymous • Are you providing feedback on behalf of someone else • What is your relationship to this person • Your address • Email • Phone • Do you have permission to provide feedback on the patient's behalf • Patient's name • Patient's DOB • Patient's address • Patient's email • Patient's phone • Does the patient require assistance • Does the patient identify as Aboriginal and/or Torres Strait Islander • What kind of feedback would you like to give • Date of event • Name of facility • Ward, unit or service • Your feedback • What outcomes are you seeking • How would you like CQ Health to respond to you?	• Contact the hospital directly on (07) 4990 3000 • Contact Central Qld Hospital and Health Service on 1300 030 909 or email CQHHSConsumerFeedback@health.qld.gov.au • You can also write to: Consumer Feedback Service Central Queensland Hospital and Health Service PO Box 871 Rockhampton Qld 4700

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Thursday Island Hospital (Torres and Cape Hospital and Health Service)	No online feedback form from the hospital but you can provide online feedback to Torres and Cape Hospital and Health Service: • Name • Phone • Email • What kind of feedback do you have? • Which hospital, health centre or service is your feedback about? • Provide detailed feedback for us	• Contact the hospital directly on (07) 4069 0200 (8:30am-5pm, Monday to Friday) • Contact Torres and Cape Hospital and Health Service on: Cape York liaison officer Clinical Governance Unit PO Box 5607 Cairns QLD 4870 Email: tchhs-patient-safety-support@health.qld.gov.au Torres Strait Islands and the Northern Peninsula Area liaison officer PO Box 391 Thursday Island QLD 4875 Phone: 07 4030 6042 Email: tchhs-north-clo@health.qld.gov.au
Toowoomba Hospital (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4616 6000 or email ddhhs@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350
Toowoomba Private Day Hospital	No online feedback form but you can leave comments by completing the online comments form: • Name • Email • Phone (optional) • Comments	Contact the hospital directly on (07) 4580 1288 (9am - 4pm, Monday to Thursday) or email reception@toowoombapivate.com.au Toowoomba Surgicentre • Name • Telephone number • Email • What is the nature of your enquiry? • Your Message Contact the hospital directly on (07) 3218 3700 or email info@curagroup.com.au or write to PO Box 86 Spring Hill QLD 4000
Townsville Day Surgery	No online feedback form but you can contact the hospital by completing the online enquiries form: • Name • Company (optional) • Email • Phone • Message •	Contact the hospital directly on (07) 4725 4500 or email reception@townsvilledaysurgery.com.au
Townsville Private Clinic	No online feedback form available.	Contact the hospital on (07) 4431 1600 or email townsville@aurorahealth.com.au

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Townsville University Hospital (Townsville Hospital and Health Service)	No online feedback form available for the hospital but you can provide feedback using the online feedback form for Townsville Hospital and Health Service: • Which facility is your feedback about • Which ward/department is your feedback about • Please detail your feedback • What outcome would you like from your feedback • Do you wish to remain anonymous • Your name • Your DOB • Your address • Your preferred contact number • Are you providing feedback on behalf of someone else? If so, please provide their details • Their name • Their DOB • Do you have permission to provide feedback on their behalf?	• Contact the hospital directly on (07) 4433 1111 or write to PO Box 670 Townsville, Qld 4814 • Contact Townsville Hospital and Health Service on (07) 4433 1074 (8am-4pm, Monday to Friday) or email THHS-Feedback@health.qld.gov.au • Complete the "please tell us" form located throughout the health service and hand it to a staff member or post it to the Patient Feedback Service: Patient Feedback Service Townsville University Hospital PO Box 670 TOWNSVILLE QLD 4810
Tully Hospital (Cairns and Hinterland Hospital and Health Service)	No online feedback form for the hospital but you can provide feedback to Cairns and Hinterland Hospital and Health Service: • What kind of feedback do you have? • Do you want to remain anonymous? • Full name • DOB • Phone • Email • Are you giving feedback on behalf of someone else? • Patient's full name • Patient's DOB • Relationship to patient • Date occurred • Your feedback for us • Would you like us to contact you with the outcome?	• Contact the hospital directly on (07) 4068 4144 (8:30am - 5pm) • Contact Cairns and Hinterland Hospital and Health Service on (07) 4226 8244 or (07) 4226 6864 or email chhs_feedback@health.qld.gov.au • You can also write to: Patient Liaison Service Cairns and Hinterland Hospital and Health Service PO Box 902 Cairns QLD 4870
Weipa Hospital (Torres and Cape Hospital and Health Service)	No online feedback form from the hospital but you can provide online feedback to Torres and Cape Hospital and Health Service: • Name • Phone • Email • What kind of feedback do you have? • Which hospital, health centre or service is your feedback about? • Provide detailed feedback for us	• Contact the hospital directly on (07) 4082 3900 (8am-5pm, Monday to Friday) • Contact Torres and Cape Hospital and Health Service on: Cape York liaison officer Clinical Governance Unit PO Box 5607 Cairns QLD 4870 Email: tchhs-patient-safety-support@health.qld.gov.au Torres Strait Islands and the Northern Peninsula Area liaison officer PO Box 391 Thursday Island QLD 4875 Phone: 07 4030 6042 Email: tchhs-north-clo@health.qld.gov.au
Winton Hospital (Central West Health)	No online feedback form for the hospital but you can provide feedback to Central West Health: • Name (First and Last) • Phone • Email • Aboriginal and Torres Strait Islander origin • What kind of feedback do you have? • Which hospital, health centre or service is your feedback about? • Provide detailed feedback for us	• Contact the hospital directly on (07) 4657 2700 (8am-5pm, Monday to Friday) • Contact Central West Health on (07) 4652 8013 and ask for the Quality Coordinator or email cw-feedback@health.qld.gov.au • You can also write to: Quality Coordinator Central West Hospital and Health Service PO Box 510 Longreach Qld 4730

Hospital / health service	Information requested for an online complaint or feedback form	Other ways to submit a complaint or feedback
Wondai Hospital (Darling Downs Health)	No online feedback form for the hospital but you can provide online feedback to Darling Downs Health: • Do you wish to remain anonymous • Your feedback for us • Facility • Which ward/unit or service is your feedback about? • What outcome would you like from your feedback? • Other outcome • Your name • Your DOB • Address • Phone number • Email • Are you giving feedback on behalf of someone else? • Their name • Their DOB • Their address • Their phone number (optional)	• Contact the hospital directly on (07) 4169 2600 (8:30am - 5pm) or email Wondai-admin@health.qld.gov.au • Contact Darling Downs Health on (07) 4616 6152 or email consumer_liaison_ddhhs@health.qld.gov.au • Write to Darling Downs Health at: Consumer Liaison Service PMB 2 Toowoomba Qld 4350
Woorabinda Hospital (Central Queensland Hospital and Health Service)	No online feedback form from the hospital but you can provide online feedback to Central Queensland Hospital and Health Service: • Do you want to remain anonymous • Are you providing feedback on behalf of someone else • What is your relationship to this person • Your address • Email • Phone • Do you have permission to provide feedback on the patient's behalf • Patient's name • Patient's DOB • Patient's address • Patient's email • Patient's phone • Does the patient require assistance • Does the patient identify as Aboriginal and/or Torres Strait Islander • What kind of feedback would you like to give • Date of event • Name of facility • Ward, unit or service • Your feedback • What outcomes are you seeking • How would you like CQ Health to respond to you?	• Contact the hospital directly on (07) 4913 2800 (8am - 5pm, Monday to Friday) • Contact Central Qld Hospital and Health Service on 1300 030 909 or email COHHSConsumerFeedback@health.qld.gov.au • You can also write to: Consumer Feedback Service Central Queensland Hospital and Health Service PO Box 871 Rockhampton Qld 4700

Prepared from information supplied to Maternity Consumer Network. This guide is general information and not legal advice. Women may also contact the Office of the Health Ombudsman Queensland or seek independent advocacy or legal advice if concerns are unresolved.