

Making a Complaint About Maternity Care

Victorian maternity services and complaint contacts

Women have the right to provide feedback or make a complaint about any aspect of their maternity care, including safety, communication, informed consent, dignity, respect or how decisions were made. Raising a concern should not negatively affect current or future care.

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

If you remain dissatisfied after contacting the health service, you may contact the Victorian Health Complaints Commissioner on 1300 582 113 or visit hcc.vic.gov.au. The Victorian Ombudsman can be contacted on 1800 806 314.

Greater Victoria - North-West

Hospital / maternity service	Information requested online	Other ways to submit a complaint or feedback
Bendigo Health Care Group	• Name • Phone • Address • Email • Unit or department • Feedback	Patient Feedback Coordinator: 03 5454 9079 or feedback@bendigohealth.org.au
Cohuna District Hospital	No online feedback form available.	Complaints should be addressed in writing to the Chief Executive Officer, Cohuna District Hospital, PO Box 317, Cohuna VIC 3568.
Dhelkaya Health (formerly Castlemaine Health)	• Date • Unit or department • Feedback • Name • Phone • Address • Email	Phone (03) 5471 3679 or email feedback@castlemainehealth.org.au
Echuca Regional Health	• Name • Phone • Address • Email • Feedback	Contact the Consumer Engagement Coordinator on (03) 5485 5496.

Hospital / maternity service	Information requested online	Other ways to submit a complaint or feedback
Maryborough District Health Service	• Name • Phone • Address • Email • Feedback	Consumer Liaison Officer: (03) 5461 0334. Forms may be emailed to consumerengagement@mdhs.vic.gov.au or posted to MDHS Feedback, PO Box 155, Maryborough VIC 3465.
Mildura Base Hospital	No dedicated online feedback form available.	Email feedback@mbph.org.au .
Swan Hill District Health	Care Opinion can be used to provide public or anonymous feedback.	Call Care Opinion on 1300 662 996, or contact Quality, Experience and Safety at feedback@shdh.org.au ; PO Box 483, Swan Hill VIC 3585.

Greater Victoria - South-West

Hospital / maternity service	Information requested online	Other ways to submit a complaint or feedback
Grampians Health - Ballarat	• Full name • Patient name • Hospital • Date of birth (optional) • Feedback • Desired outcome	Email feedback@gh.org.au or phone (03) 5320 4014, Monday-Friday 9am-4pm. Forms are available in wards and reception areas; Care Opinion is also available.
Barwon Health	• Name • Phone • Address • Email • Feedback	Consumer Liaison Office: (03) 4215 1251, PO Box 281, University Hospital Geelong, Bellerine Street, Geelong VIC 3220.
Colac Area Health	• Date • Preference for reply • Name • Phone • Address • Email • Feedback	Return a printed feedback form to a hospital feedback box or post it to Governance for Quality and Safety, Colac Area Health, 2-28 Connor Street, Colac VIC 3250.
East Grampians Health Service	• Name • Phone • Address • Email • Feedback	For concerns requiring an immediate response, call the Chief Executive's Office on (03) 5352 9300.
South West Healthcare	• Name • Phone • Email • Feedback	Write to the Quality Manager, email feedback@swh.net.au or phone the Quality Team on (03) 5563 4074.

Hospital / maternity service	Information requested online	Other ways to submit a complaint or feedback
St John of God Ballarat Hospital	• Name • Phone • Address • Email • Feedback	Speak with the Quality and Complaints Manager or ask a caregiver for a feedback form.
St John of God Geelong Hospital	• Name • Phone • Address • Email • Feedback	Speak with the Quality and Complaints Manager or ask a caregiver for a feedback form.
Western District Health Service	• Name • Phone • Address • Email • Feedback	Phone the Quality Team on (03) 5551 8207, email quality.manager@wdhs.net or write to the Chief Executive, PO Box 283, Hamilton VIC 3300.

Greater Victoria - East

Hospital / maternity service	Information requested online	Other ways to submit a complaint or feedback
Bairnsdale Regional Health Service	• Name • Phone • Email • Feedback	Complete the Consumer Feedback Information and Form.
Benalla Health	• Name • Phone • Address • Email • Feedback	Visit reception, phone (03) 5761 4209, email executive@benallahealth.org.au or write to Executive Office, PO Box 406, Benalla VIC 3671.
Central Gippsland Health	• Name • Phone • Email • Message	Use the health service feedback pathway.
Gippsland Southern Health Service / Bass Coast Health	Care Opinion Australia is available.	Quality Office: (03) 5671 3365; after hours (03) 5671 3384; Quality@basscoasthealth.org.au ; PO Box 120, Wonthaggi VIC 3995.
Goulburn Valley Health	• Name • Phone • Email • Feedback	Paper forms are available at hospital campuses. Phone Consumer Experience on (03) 5832 2258 or email feedback@gvhealth.org.au .
Kilmore District Health / Northern Health	• Name • Phone • Email • Feedback	Email Feedback@nh.org.au or write to Patient Experience Office, 185 Cooper Street, Epping VIC 3076.

Hospital / maternity service	Information requested online	Other ways to submit a complaint or feedback
Latrobe Regional Hospital	• Name • Phone • Address • Email • Feedback	Use the hospital feedback pathway.
Mansfield District Hospital	• Name • Phone • Address • Email • Feedback	Email mdhfeedback@mdh.org.au , phone reception on (03) 5775 8800, or write to Director of Quality and Safety, PO Box 139, Mansfield VIC 3724.
Northeast Health Wangaratta	• Name • Phone • Address • Email • Survey or feedback • Interpreter required	Phone (03) 5722 5202, email feedback@nhw.org.au or write to PO Box 386, Wangaratta VIC 3676.
South Gippsland Hospital	• Name • Phone • Address • Email • Feedback	Provide feedback verbally or email a completed form to sghosp@sghs.com.au .
West Gippsland Healthcare Group	• Name • Phone • Address • Email • Feedback	Email feedback@wghg.com.au , phone (03) 5623 0615, or mail a form to WGHG Feedback, 41 Landsborough Street, Warragul VIC 3820.
Albury Wodonga Health	• Name • Phone • Address • Email • Feedback	Leave a complaint form in a feedback box, phone Clinical Safety and Quality on (02) 6051 7366, or write to PO Box 326, Albury NSW 2640.
Wonthaggi Hospital - Bass Coast Health	No dedicated online form listed.	Quality Office: (03) 5671 3365; after hours (03) 5671 3384; Quality@basscoasthealth.org.au ; PO Box 120, Wonthaggi VIC 3995.

Melbourne

Hospital / maternity service	Information requested online	Other ways to submit a complaint or feedback
Box Hill Hospital - Eastern Health	• Department • Whether a response is required • Patient status • Eastern Health service • Consent to share information • Demographic questions (optional where indicated) • What did not go well • Suggested improvements	Centre for Patient Experience: (03) 8804 0465, feedback@easternhealth.org.au , PO Box 94, Box Hill VIC 3128. Interpreter support is available through Language Services on (03) 9981 2736.
Cabrini Hospital	• Name • Email • Phone • Whether you want contact • Facility attended • Recommendation rating • Relationship to patient • Feedback details	Customer Relations Manager: (03) 9508 1661 or crm@cabrini.com.au . A paper feedback form can also be posted.
Casey Hospital - Monash Health Women's	No online feedback form listed.	Contact the hospital on (03) 8768 1200.
Dandenong Hospital - Monash Health Women's	No online feedback form listed.	Contact the hospital on (03) 9554 1000.
Epworth Freemasons	• Full name • Patient ID (if known) • Email • Phone (optional) • Location • Feedback category • Feedback	Contact the hospital on (03) 9418 8188.
Frances Perry House	No online feedback form listed.	Contact the hospital on (03) 9344 5000, Monday-Friday 8am-8pm.
Frankston Hospital - Bayside Health Peninsula	• Name or anonymous option • Type and subject of feedback • Email • Phone • Address • Feedback details • Whether contact is requested	Email feedback@phcn.vic.gov.au , phone (03) 9784 7298 or (03) 9784 7777, or write to Consumer Experience and Feedback, PO Box 52, Frankston VIC 3199.
Jessie McPherson Private Hospital	• Name • Email • Mobile • Message	Phone (03) 9594 2776, email enquiries.jmph@monashhealth.org or write to Locked Bag 29, Clayton VIC 3169.
Mercy Hospital for Women	No online feedback form listed.	Contact the hospital on (03) 8458 4444.

Hospital / maternity service	Information requested online	Other ways to submit a complaint or feedback
Mitcham Private Hospital	• Name • Phone (optional) • Email • Reason for enquiry	Maternity Unit: (03) 9210 3111, Monday-Friday 7am-3pm; reception: (03) 9210 3222; PO Box 170, Mitcham VIC 3132.
Monash Medical Centre	No online feedback form listed.	Contact the hospital on (03) 9594 6666.
Waverley Private Hospital	No online feedback form listed.	Contact the Maternity Unit on (03) 9881 7760 during business hours.
Northpark Private Hospital	• Feedback category • Name • Email • Preferred contact method and time • Day phone • Evening phone (optional) • Message	Contact the hospital on (03) 9468 0100.
Peninsula Private Hospital	• Name • Phone • Email • Reason for enquiry	Phone (03) 9788 0000 and ask for the Nurse Unit Manager or Director of Clinical Services. Formal complaints may be emailed to Blackburne@ramsayhealth.com.au or posted to 525 McClelland Drive, Frankston VIC 3199.
Sandringham Hospital - Monash Health Women's	No online feedback form listed.	Maternity ward reception: (03) 9076 1233; general reception: (03) 9076 1000.
St John of God Berwick Hospital	• Name • Email • Phone (optional) • Company (optional) • Postcode (optional) • Feedback details	Speak with the nurse unit manager or doctor, phone (03) 8784 5000, email info.berwick@sjog.org.au or BW.Complaints@sjog.org.au , or write to PO Box 101, Berwick VIC 3806.
St Vincent's Private Hospital Fitzroy	• Hospital • Name • Patient name and DOB (optional) • Email • Callback number (optional) • Postcode (optional) • Preferred contact method • Feedback	Contact the hospital on (03) 9411 7111.
Sunshine Hospital - Western Health	• Whether submitting for someone else • Name • Phone • Email • Aboriginal and Torres Strait Islander status • Complaint type • Hospital and service • Feedback details • Whether a response is requested	Best Care Feedback Team: 1800 319 631 (option 2), feedback@wh.org.au , or write to Sunshine Hospital, 176 Furlong Road, St Albans VIC 3021.

Hospital / maternity service	Information requested online	Other ways to submit a complaint or feedback
The Bays Hospital	No online feedback form listed.	Phone (03) 5975 2009 or email reception@thebays.com.au .
The Northern Hospital	• Interpreter or Aboriginal liaison support required • Patient status and details • Date • Phone • Email • Facility or department • Comments • Desired outcome	Contact the hospital on (03) 8405 8000.
The Royal Women's Hospital	• Name • Email • State • Message	Phone (03) 8345 2290 or email consumer.liaison@thewomens.org.au .
Werribee Mercy Hospital	• Type of feedback • Site or location • Relationship to patient • Whether a response is requested • Feedback details • Documents	Speak to the person in charge, use a hospital feedback form, or contact the feedback team on (03) 8416 7783 or feedback@mercy.com.au .

Prepared from information supplied to Maternity Consumer Network. Contact details and complaint processes may change. Confirm current details with the health service before submitting a complaint. This guide is general information and is not legal advice.