

Making a Complaint About Maternity Care

Australian Capital Territory services providing maternity or postnatal care

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.

How to use this guide: Select a hospital or service name shown in blue to open its online feedback or contact page. Contact details may change, so confirm them before submitting a complaint.

Hospital / service	Information requested online	Other ways to submit a complaint or feedback
Calvary John James Hospital	Name Email Phone number Hospital Admission date, if relevant Whether you are the patient Summary of complaint Supporting documents Whether you would like a response Preferred contact method	Contact the hospital directly on (02) 6281 8100.
North Canberra Hospital	Service Type of feedback What you would like to tell the service What you would like to happen Location or hospital Attachments, if relevant Whether you would like a response Aboriginal or Torres Strait Islander status	Contact the Consumer Feedback Team on (02) 5124 5932 or email HealthFeedback@act.gov.au . A Consumer and Carer Feedback form is also available in the hospital, or can be requested by post.
Queen Elizabeth II Family Centre	No online feedback form available.	Contact the centre directly on (02) 6205 2333 (8am-4:30pm, Monday to Friday).

Hospital / service	Information requested online	Other ways to submit a complaint or feedback
<u>The Canberra Hospital</u>	Service Type of feedback What you would like to tell the service What you would like to happen Location or hospital Attachments, if relevant Whether you would like a response Aboriginal or Torres Strait Islander status	Contact the Consumer Feedback Team on (02) 5124 5932 or email HealthFeedback@act.gov.au . A Consumer and Carer Feedback form is also available in the hospital, or can be requested by post.

Prepared from information supplied to Maternity Consumer Network. This guide is general information only and is not legal advice.