

Making a Complaint About Maternity Care

Northern Territory maternity services and complaint contacts

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

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

How to use this guide: Select a hospital name shown in blue to open the NT Health feedback page. Contact details may change, so confirm them with the service before submitting a complaint.

Hospital / health service	Information requested through the NT Health feedback form	Other ways to submit a complaint or obtain support
Alice Springs Hospital	Type of feedback Who is providing the feedback Patient name Consent, if providing feedback for someone else Whether you would like a response Region where the service was accessed Hospital or non-hospital service Approximate date of service Brief summary of feedback Attachment or voice memo	Contact the hospital on (08) 8951 7777. For support while you are in hospital, email patientliaisonash.doh@nt.gov.au .
Gove District Hospital (Nhulunbuy)	Type of feedback Who is providing the feedback Patient name Consent, if providing feedback for someone else Whether you would like a response Region where the service was accessed Hospital or non-hospital service Approximate date of service Brief summary of feedback Attachment or voice memo	Contact the hospital on (08) 8987 0211 or write to PO Box 421, Nhulunbuy NT 0881.

Hospital / health service	Information requested through the NT Health feedback form	Other ways to submit a complaint or obtain support
<u>Katherine Hospital</u>	Type of feedback Who is providing the feedback Patient name Consent, if providing feedback for someone else Whether you would like a response Region where the service was accessed Hospital or non-hospital service Approximate date of service Brief summary of feedback Attachment or voice memo	Contact the hospital on (08) 8973 9211.
<u>Royal Darwin Hospital</u>	Type of feedback Who is providing the feedback Patient name Consent, if providing feedback for someone else Whether you would like a response Region where the service was accessed Hospital or non-hospital service Approximate date of service Brief summary of feedback Attachment or voice memo	Contact the hospital on (08) 8922 8888 or email registryrdh.ths@nt.gov.au . Write to Royal Darwin Hospital, Rocklands Drive, Tiwi, PO Box 41326, Casuarina NT 0811. Patient Advocate: (08) 8922 8824 or patientadvocaterdh.doh@nt.gov.au .
<u>Tennant Creek Hospital</u>	Type of feedback Who is providing the feedback Patient name Consent, if providing feedback for someone else Whether you would like a response Region where the service was accessed Hospital or non-hospital service Approximate date of service Brief summary of feedback Attachment or voice memo	Contact the hospital on (08) 8962 4399 or write to PO Box 346, Tennant Creek NT 0861. Service note: Tennant Creek provides antenatal and postnatal maternity care. Planned birthing services are not routinely provided, although urgent or unexpected intrapartum care may occur.

This guide includes Northern Territory hospitals that provide planned birthing care or other maternity care such as antenatal and postnatal services. It is general information and is not legal advice.