

Making a Complaint About Maternity Care

New South Wales public maternity hospitals

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 decision-making. Raising a concern should not negatively affect current or future care. Health services should provide accessible and responsive complaint processes, explain how concerns will be reviewed, and use feedback to improve safety and quality.

About this directory: The supplied NSW contact compilation was filtered against the current NSW Health public maternity hospital directory. Facilities that are closed, aged-care, rehabilitation, children-only, or otherwise not identified as current public maternity hospitals have been removed. Details may change; confirm contact information with the hospital before submitting time-sensitive material.

Acknowledgement

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

Hospital	Information requested / online form details	Alternative ways to submit a complaint
Armidaale Hospital	No online feedback form available	- Call Hunter New England Local Health District on 1800 605 172 - Email Hunter New England Local Health District on HNELHD-SRC@health.nsw.gov.au - Write to Hunter New England Local Health District: Strategic Relations and Communications - Hunter New England Local Health District - Locked Bag 1 - New Lambton NSW 2305

Hospital	Information requested / online form details	Alternative ways to submit a complaint
Auburn Hospital	Western Sydney Local Health District online feedback form:	- Name (First and Last) - Would you like to be contacted? If yes, how so? - Email (optional) - Phone number (optional) - Feedback Contact the hospital directly on: (02) 8759 3000 (main telephone) (02) 8759 3495 (RFAs or bookings) (02) 8759 3945 (Medical Records) (02) 8759 3246 (Outpatients) - Contact Western Sydney Local Health District via the online feedback form
Bankstown-Lidcombe Hospital	South Western Sydney Local Health District online feedback form:	- Name (First and Last) - Email - Comments Contact the Patient Liaison Manager on 02 9722 8262 - Write to the General Manager: Bankstown-Lidcombe Hospital - Locked Mail Bag 1600 Bankstown, NSW 2200 - Contact the General Manager on 02 9722 8000
Bathurst Base Hospital	No online feedback form available	Email Western NSW Local Health District on WNSWLHD-CE@health.nsw.gov.au or write to the Chief Executive at Western NSW Local Health District PO Box 4061 Dubbo NSW 2830
Bega South East Regional Hospital	No online feedback form available	- Email Southern NSW Local Health District on SNSWLHD-ConsumerFeedback@health.nsw.gov.au - Call Southern NSW Local Health District on 1800 662 167 (9am to 5pm, Monday to Friday)
Blacktown Hospital	Western Sydney Local Health District online feedback form:	- First Name - Last Name (optional) - Would you like to be contacted? If yes, how so? - Email (optional) - Phone (optional) - Type of feedback - Comments/Message Contact the hospital directly on (02) 9881 8000 - Contact Western Sydney Local Health District via the online feedback form
Blue Mountains Hospital	No online feedback form available	Contact Nepean Blue Mountains Local Health District via email NBMLHD-BlueMountainsFeedback@health.nsw.gov.au or call (02) 4784 6514
Bowral and District Hospital	No online feedback form available	- Contact the Patient Experience Team on (02) 4861 0287 (Leave a message if office is unattended) or email SWSLHD-BowralCGU@health.nsw.gov.au - Contact South Western Sydney Local Health District on (02) 8738 6000 or email SWSLHD-ESU@health.nsw.gov.au - Write to South Western Sydney Local Health District Executive Office - Locked Bag 7279 - LIVERPOOL BC 1871
Broken Hill Base Hospital	Online feedback form for Far West Local Health District:	- Name (First and Last) - Email (Optional) - Phone (Optional) - Who is your feedback for (Ward/Department/Staff)? - Feedback - Request for contact Contact the hospital directly on (08) 8080 1300 - Call the Far West Local Health District Complaints Liaison Manager on (08) 8080 1538 or email FWLHD-Feedback@health.nsw.gov.au

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Byron Central Hospital	• Calvary Health Care Sydney (South Eastern Sydney Local Health District) • Calvary Mater Newcastle (Hunter New England Local Health District)	• Northern NSW Local Health District online feedback form: • Name (First and Last) • Email • Address • Country • Which hospital, site or area the feedback relates to • Comments/Feedback Contact the hospital directly on (02) 6639 9400 • Email the Northern NSW Local Health District consumer relations team on NNSWLHD-ConsumerRelations@health.nsw.gov.au • Complete a feedback form available from the hospital and hand it to the receptionist • Write to Northern NSW Local Health District at: Consumer Relations/Privacy Manager, Northern NSW Local Health District, Locked Mail Bag 11, Lismore, NSW 2480. • Name (First and Last) • Email • Phone number • Which hospital? • What type of information • Date of admission (if applicable) • Are you the patient? • Summary of complaint • Would you like a response to your enquiry? • Preferred contact method (Email or Phone) Contact the hospital directly on (02) 9553 3111 • This is a private hospital and the Local Health District does not attend to any complaints about the hospital. • No online feedback form available Completing a feedback from and hand it to a Calvary Mater Newcastle staff member or post it to: General Manager • Calvary Mater Newcastle • Awabakal Country • Locked Bag 7, Hunter Region Mail Centre NSW 2310 • Email the hospital at feedback@calvarymater.org.au • This is a private hospital and the Local Health District does not attend to complaints about the hospital.
Campbelltown Hospital	• (South Western Sydney Local Health District)	• No online feedback form available Contact the hospital directly on (02) 4634 3000 • Contact the Patient Liaison Officer at SWSLHD on 0460 021 962 or email SWSLHD-Campbelltown-ConsumerFeedback@health.nsw.gov.au
Canterbury Hospital	• Sydney Local Health District online feedback form:	• Name • Email • Phone number (optional) • Feedback type • Feedback • Where did this occur (optional) • Would you like a response? Contact the hospital directly on (02) 9153 2000 • Call the Sydney Local Health District on (02) 9515 9600 (8:30am to 5pm, Monday to Friday) or email SLHD-ESU@health.nsw.gov.au • Write to Sydney Local Health District at PO Box M30, Missenden Road, Camperdown NSW 2050
Coffs Harbour Base Hospital		• No online feedback form available. Contact the hospital directly on (02) 6656 7000 • Complete feedback form and submit it to your healthcare team or to the Consumer Relations Office for MNCLHD at P.O. Box 126 Port Macquarie NSW 2444 • Contact the Consumer Relations Officer for MNCLHD on 1800 726 997 or email MNCLHD-ConsumerRelations@health.nsw.gov.au

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Cooma Hospital and Health Service	No online feedback form available.	- Contact Southern NSW Local Health District on 1800 662 167 (Monday to Friday, 9am to 5pm) or email SNSWLHD-ConsumerFeedback@health.nsw.gov.au - Write to Southern NSW Local Health District at PO Box 1845, Queanbeyan, NSW 2620
Cowra Health Service	No online feedback form available.	Contact the hospital switchboard or relevant Local Health District consumer feedback team.
Deniliquin Hospital	No online feedback form available.	- Contact Murrumbidgee Local Health District on (02) 5943 2003 - Email Murrumbidgee Local Health District on MLHD-Feedback@health.nsw.gov.au - Write to Murrumbidgee Local Health District at Locked Bag 10, Wagga Wagga NSW 2650
Dubbo Base Hospital	No online feedback form available.	- Email the Western NSW Local Health District on WNSWLHD-CE@health.nsw.gov.au - Write to the Western NSW Local Health District at: Chief Executive - Western NSW Local Health District - PO Box 4061 - Dubbo NSW 2830
Fairfield Hospital	South Western Sydney Local Health District online feedback form:	- Name (First and Last) - Email - Subject - Comments Contact the Patient Experience Manager at the hospital on 9616 8124 (8:30am to 4:30pm, Monday to Friday) or write to them at P.O. Box 5, Fairfield, NSW 1851 or email them at SWSLHD-FairfieldhospitalCGU@health.nsw.gov.au - Contact South Western Sydney Local Health District Patient Experience Manager on 8738 6923 (9am to 5pm, Monday to Friday) or write to them at Locked Bag 7279, Liverpool BC 1871
Forbes Hospital	No online feedback form available.	- Email the Western NSW Local Health District on WNSWLHD-CE@health.nsw.gov.au - Write to the Western NSW Local Health District at: Chief Executive - Western NSW Local Health District - PO Box 4061 - Dubbo NSW 2830
Glen Innes Hospital	No online feedback form available.	- Call Hunter New England Local Health District on 1800 605 172 - Email Hunter New England Local Health District on HNELHD-SRC@health.nsw.gov.au - Write to Hunter New England Local Health District: Strategic Relations and Communications - Hunter New England Local Health District - Locked Bag 1 - New Lambton NSW 2305
Gosford Hospital	No online feedback form available.	- Contact the Central Coast Local Health District Consumer Feedback Department on (02) 4320 3920 or email CCLHD-ConsumerFeedback@health.nsw.gov.au during Monday to Friday, 8am to 4:30pm - Outside of these times, contact the Local Health District on (02) 4320 2111 and ask to speak to the After-Hours Nurse Manager
Goulburn Base Hospital	No online feedback form available.	- Contact Southern NSW Local Health District on 1800 662 167 (Monday to Friday, 9am to 5pm) or email SNSWLHD-ConsumerFeedback@health.nsw.gov.au - Write to Southern NSW Local Health District at PO Box 1845, Queanbeyan, NSW 2620
Grafton Base Hospital	No online feedback form available.	- Email the consumer relations team on NNSWLHD-ConsumerRelations@health.nsw.gov.au - Complete a feedback form available from the hospital and hand it to the receptionist - Write to the Consumer Relations/Privacy Manager at Northern NSW Local Health District, Locked Mail Bag 11, Lismore, NSW 2480.

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Griffith Base Hospital	No online feedback form available.	- Contact Murrumbidgee Local Health District on (02) 5943 2003 - Email Murrumbidgee Local Health District on MLHD-Feedback@health.nsw.gov.au - Write to Murrumbidgee Local Health District at Locked Bag 10, Wagga Wagga NSW 2650
Gunnedah Hospital and Health Service	No online feedback form available.	- Call Hunter New England Local Health District on 1800 605 172 - Email Hunter New England Local Health District on HNELHD-SRC@health.nsw.gov.au - Write to Hunter New England Local Health District: Strategic Relations and Communications - Hunter New England Local Health District - Locked Bag 1 - New Lambton NSW 2305
Hornsby Ku-ring-gai Hospital		- No online feedback form available. Contact the hospital's patient representative/clinical complaints officers directly on (02) 9485 6362 or email NSLHD-HKHPatientRepresentative@health.nsw.gov.au - Contact Northern Sydney Local Health District on (02) 9462 9955 or email NSLHD-chatback@health.nsw.gov.au - Write to Northern Sydney Local Health District at: Adjunct Professor Anthony Schembri - Chief Executive - Northern Sydney Local Health District - PO Box 4007 - Royal North Shore LPO - ST LEONARDS NSW 2065
Inverell District Hospital	No online feedback form available.	- Call Hunter New England Local Health District on 1800 605 172 - Email Hunter New England Local Health District on HNELHD-SRC@health.nsw.gov.au - Write to Hunter New England Local Health District: Strategic Relations and Communications - Hunter New England Local Health District - Locked Bag 1 - New Lambton NSW 2305
John Hunter Hospital	(Hunter New England Local Health District)	- No online feedback form available. Contact the hospital directly on (02) 4921 3000 - Call Hunter New England Local Health District on 1800 605 172 - Email Hunter New England Local Health District on HNELHD-SRC@health.nsw.gov.au - Write to Hunter New England Local Health District: Strategic Relations and Communications - Hunter New England Local Health District - Locked Bag 1 - New Lambton NSW 2305
Kempsey District Hospital	No online feedback form available.	- Complete feedback form and submit it to your healthcare team or to the Consumer Relations Office for MNCLHD at P.O. Box 126 Port Macquarie NSW 2444 - Contact the Consumer Relations Officer for MNCLHD on 1800 726 997 or email MNCLHD-ConsumerRelations@health.nsw.gov.au
Leeton District Hospital		- No online feedback form available. Contact the hospital directly on (02) 6953 1111 - Contact Murrumbidgee Local Health District on (02) 5943 2003 - Email Murrumbidgee Local Health District on MLHD-Feedback@health.nsw.gov.au - Write to Murrumbidgee Local Health District at Locked Bag 10, Wagga Wagga NSW 2650
Lismore Base Hospital	No online feedback form available.	- Email the Northern NSW Local Health District consumer relations team on NNSWLHD-ConsumerRelations@health.nsw.gov.au - Complete a feedback form available from the hospital and hand it to the receptionist - Write to Northern NSW Local Health District at: Consumer Relations/Privacy Manager, Northern NSW Local Health District, Locked Mail Bag 11, Lismore, NSW 2480.

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Lithgow Hospital	No online feedback form available.	Contact Nepean Blue Mountains Local Health District on (02) 4734 3174 or email NBMLHD-NepeanFeedback@health.nsw.gov.au
Liverpool Hospital	South Western Sydney Local Health District online feedback form:	- Name (First and Last) - Email - Comments Contact the Liverpool Hospital patient liaison officer on (02) 8738 6354 or (02) 8738 6632 - Contact South Western Sydney Local Health District Patient Experience Manager Clinical Governance on (02) 8738 6923 or write to the Chief Executive at South Western Sydney Local Health District Liverpool Hospital, Eastern Campus Locked Bag 7279, LIVERPOOL BC NSW 1871
Macksville District Hospital	No online feedback form available.	- Complete feedback form and submit it to your healthcare team or to the Consumer Relations Office for MNCLHD at P.O. Box 126 Port Macquarie NSW 2444 - Contact the Consumer Relations Officer for MNCLHD on 1800 726 997 or email MNCLHD-ConsumerRelations@health.nsw.gov.au
Manning Base Hospital	(Hunter New England Local Health District)	- No online feedback form available. Contact the hospital directly on (02) 6592 9111 - Call Hunter New England Local Health District on 1800 605 172 - Email Hunter New England Local Health District on HNELHD-SRC@health.nsw.gov.au - Write to Hunter New England Local Health District: Strategic Relations and Communications - Hunter New England Local Health District - Locked Bag 1 - New Lambton NSW 2305
Milton Ulladulla Hospital		- No online feedback form available. Contact the hospital directly on (02) 4454 9100 - Contact the ISLHD Consumer Feedback Manager on (02) 4221 6811 or email ISLHD-Complaints@health.nsw.gov.au - Write to ISLHD at - ISLHD Consumer Feedback Manager - PO Box 239 - PORT KEMBLA NSW 2505
Moree District Hospital		- No online feedback form available. Contact the hospital directly on (02) 6757 0000 - Call Hunter New England Local Health District on 1800 605 172 - Email Hunter New England Local Health District on HNELHD-SRC@health.nsw.gov.au - Write to Hunter New England Local Health District: Strategic Relations and Communications - Hunter New England Local Health District - Locked Bag 1 - New Lambton NSW 2305
Moruya Hospital and Health Service	No online feedback form available.	- Email Southern NSW Local Health District on SNSWLHD-ConsumerFeedback@health.nsw.gov.au - Call Southern NSW Local Health District on 1800 662 167 (9am to 5pm, Monday to Friday)
Mudgee Health Service	No online feedback form available.	Email Western NSW Local Health District on WNSWLHD-CE@health.nsw.gov.au or write to the Chief Executive at Western NSW Local Health District PO Box 4061 Dubbo NSW 2830
Murwillumbah District Hospital		- No online feedback form available. Contact the hospital directly on (02) 6672 0000 - Email the Northern NSW Local Health District consumer relations team on NNSWLHD-ConsumerRelations@health.nsw.gov.au - Complete a feedback form available from the hospital and hand it to the receptionist - Write to Northern NSW Local Health District at: Consumer Relations/Privacy Manager, Northern NSW Local Health District, Locked Mail Bag 11, Lismore, NSW 2480

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Muswellbrook Hospital	No online feedback form available.	- Call Hunter New England Local Health District on 1800 605 172 - Email Hunter New England Local Health District on HNELHD-SRC@health.nsw.gov.au - Write to Hunter New England Local Health District: Strategic Relations and Communications - Hunter New England Local Health District - Locked Bag 1 - New Lambton NSW 2305
Narrabri District Hospital		- No online feedback form available. Contact the hospital directly on (02) 6799 2800 - Call Hunter New England Local Health District on 1800 605 172 - Email Hunter New England Local Health District on HNELHD-SRC@health.nsw.gov.au - Write to Hunter New England Local Health District: Strategic Relations and Communications - Hunter New England Local Health District - Locked Bag 1 - New Lambton NSW 2305
Nepean Hospital	No online feedback form available.	Contact Nepean Blue Mountains Local Health District on (02) 4734 3174 or email NBMLHD-NepeanFeedback@health.nsw.gov.au
Northern Beaches Hospital	No online feedback form available.	Contact the hospital directly on (02) 9105 5979 or email feedback.nbh@healthscope.com.au (phone and email monitored 8-4pm weekdays)
Orange Health Service	No online feedback form available.	Email Western NSW Local Health District on WNSWLHD-CE@health.nsw.gov.au or write to the Chief Executive at Western NSW Local Health District PO Box 4061 Dubbo NSW 2830
Port Macquarie Base Hospital	No online feedback form available.	- Contact Mid North Coast Local Health District Consumer Relations Team on 1800 726 997 (8am – 5pm, Monday to Friday) or email MNCLHD-ConsumerRelations@health.nsw.gov.au - Write to Mid North Coast Local Health District Consumer Relations Team at Port Macquarie Health Campus, PO Box 126, - Port Macquarie NSW 2444
Queanbeyan District Hospital	- No online feedback form available. - Queen Victoria Memorial Home (South Western Sydney Local Health District)	- Email Southern NSW Local Health District on SNSWLHD-ConsumerFeedback@health.nsw.gov.au - Call Southern NSW Local Health District on 1800 662 167 (9am to 5pm, Monday to Friday) - N.A. as this is an aged care facility
Royal Hospital for Women	No online feedback form available.	- Email the South Eastern Sydney Local Health District SESLHD-Mail@health.nsw.gov.au or write to the Chief Executive at: - District Executive Unit - Locked Mail Bag 21 - TAREN POINT NSW 2229 (Note: The Local Health District website provides the above contact details for complaints regarding non-hospital based service within the area, and directs all other complaints to HCCC.)
Royal North Shore Hospital	No online feedback form available.	- Contact Northern Sydney Local Health District on (02) 9462 9955 or email NSLHD-chatback@health.nsw.gov.au - Write to Northern Sydney Local Health District at: Adjunct Professor Anthony Schembri - Chief Executive - Northern Sydney Local Health District - PO Box 4007 - Royal North Shore LPO - ST LEONARDS NSW 2065

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Royal Prince Alfred Hospital	Sydney Local Health District online feedback form:	- Name - Email - Phone number (optional) - Feedback type - Feedback - Where did this occur (optional) - Would you like a response? Contact the hospital directly on (02) 9515 6111 - Call the Sydney Local Health District on (02) 9515 9600 (8:30am to 5pm, Monday to Friday) or email SLHD-ESU@health.nsw.gov.au - Write to Sydney Local Health District at PO Box M30, Missenden Road, Camperdown NSW 2050
Scott Memorial Hospital, Scone	No online feedback form available.	- Call Hunter New England Local Health District on 1800 605 172 - Email Hunter New England Local Health District on HNELHD-SRC@health.nsw.gov.au - Write to Hunter New England Local Health District: Strategic Relations and Communications - Hunter New England Local Health District - Locked Bag 1 - New Lambton NSW 2305
Shoalhaven Hospital		- No online feedback form available. Contact the hospital directly on (02) 4423 9500 - Contact the ISLHD Consumer Feedback Manager on (02) 4221 6811 or email ISLHD-Complaints@health.nsw.gov.au - Write to ISLHD at - ISLHD Consumer Feedback Manager - PO Box 239 - PORT KEMBLA NSW 2505
Singleton Hospital	No online feedback form available.	- Call Hunter New England Local Health District on 1800 605 172 - Email Hunter New England Local Health District on HNELHD-SRC@health.nsw.gov.au - Write to Hunter New England Local Health District: Strategic Relations and Communications - Hunter New England Local Health District - Locked Bag 1 - New Lambton NSW 2305
St George Hospital	No online feedback form available.	Contact the hospital switchboard or relevant Local Health District consumer feedback team.
Sutherland Hospital	No online feedback form available.	- Email the South Eastern Sydney Local Health District SESLHD-Mail@health.nsw.gov.au or write to the Chief Executive at: - District Executive Unit - Locked Mail Bag 21 - TAREN POINT NSW 2229 (Note: The Local Health District website provides the above contact details for complaints regarding non-hospital based service within the area, and directs all other complaints to HCCC.)
Tamworth Hospital	No online feedback form available	- Call Hunter New England Local Health District on 1800 605 172 - Email Hunter New England Local Health District on HNELHD-SRC@health.nsw.gov.au - Write to Hunter New England Local Health District: Strategic Relations and Communications - Hunter New England Local Health District - Locked Bag 1 - New Lambton NSW 2305

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Temora Hospital	No online feedback form available.	- Contact Murrumbidgee Local Health District on (02) 5943 2003 - Email Murrumbidgee Local Health District on MLHD-Feedback@health.nsw.gov.au - Write to Murrumbidgee Local Health District at Locked Bag 10, Wagga Wagga NSW 2650
The Cootamundra Hospital		- No online feedback form available. Contact the hospital directly on (02) 6942 0444 - Contact Murrumbidgee Local Health District on (02) 5943 2003 - Email Murrumbidgee Local Health District on MLHD-Feedback@health.nsw.gov.au - Write to Murrumbidgee Local Health District at Locked Bag 10, Wagga Wagga NSW 2650
Maitland Hospital	No online feedback form available.	- Call Hunter New England Local Health District on 1800 605 172 - Email Hunter New England Local Health District on HNELHD-SRC@health.nsw.gov.au - Write to Hunter New England Local Health District: Strategic Relations and Communications - Hunter New England Local Health District - Locked Bag 1 - New Lambton NSW 2305
Tweed Valley Hospital	No online feedback form available.	- Email the Northern NSW Local Health District consumer relations team on NNSWLHD-ConsumerRelations@health.nsw.gov.au - Complete a feedback form available from the hospital and hand it to the receptionist - Write to Northern NSW Local Health District at: Consumer Relations/Privacy Manager, Northern NSW Local Health District, Locked Mail Bag 11, Lismore, NSW 2480
Tumut District Hospital	No online feedback form available	- Contact Murrumbidgee Local Health District on (02) 6947 0800 - Email Murrumbidgee Local Health District on MLHD-Feedback@health.nsw.gov.au - Write to Murrumbidgee Local Health District at Locked Bag 10, Wagga Wagga NSW 2650
Wagga Wagga Base Hospital		- No online feedback form available. Contact the hospital directly on (02) 5943 1000 - Contact Murrumbidgee Local Health District on (02) 6947 0800 - Email Murrumbidgee Local Health District on MLHD-Feedback@health.nsw.gov.au - Write to Murrumbidgee Local Health District at Locked Bag 10, Wagga Wagga NSW 2650
Westmead Hospital		- Westmead Hospital online feedback form: - Name - Would you like us to contact you - If so, how would you like to be contacted? - Email (optional) - Phone (optional) - Type of feedback - Comments Contact the hospital directly on (02) 8890 5555 - Contact Western Sydney Local Health District via the online feedback form
Wollongong Hospital	No online feedback form available.	- Contact the ISLHD Consumer Feedback Manager on (02) 4221 6811 or email ISLHD-Complaints@health.nsw.gov.au - Write to ISLHD at - ISLHD Consumer Feedback Manager - PO Box 239 - PORT KEMBLA NSW 2505
Young Health Service	No online feedback form available.	- Contact Murrumbidgee Local Health District on (02) 6947 0800 - Email Murrumbidgee Local Health District on MLHD-Feedback@health.nsw.gov.au - Write to Murrumbidgee Local Health District at Locked Bag 10, Wagga Wagga NSW 2650

Compiled from the contact information supplied to Maternity Consumer Network and filtered using the NSW Health public maternity hospital directory, current 29 June 2026. This resource is general information and is not legal advice.