

Where else can I take concerns about maternity care?

Options for escalating a complaint when a hospital or maternity service has not listened, responded adequately, or addressed a serious or systemic concern.

QLD

Office of the Health Ombudsman (OHO)

Independent entry point for complaints about Queensland health services, facilities, and registered or unregistered practitioners.

Contact: 133 OHO (133 646)

[Make a complaint / regulator website](#)

[Escalate within the public system: QLD Hospital and Health Services](#)

[Contact an elected representative: Queensland MPs](#)

NSW

Health Care Complaints Commission (HCCC)

Independent body that resolves, investigates and may prosecute complaints about health services and practitioners in NSW.

Contact: 1800 043 159

[Make a complaint / regulator website](#)

[Escalate within the public system: NSW Local Health Districts](#)

[Contact an elected representative: NSW MPs](#)

VIC

Health Complaints Commissioner (HCC)

Independent commissioner for complaints about Victorian health services, individual practitioners and health information.

Contact: 1300 582 113

[Make a complaint / regulator website](#)

[Escalate within the public system: Victorian health services](#)

[Contact an elected representative: Victorian MPs](#)

SA

Health and Community Services Complaints Commissioner (HCSCC)

Independent complaints body for health and community services in South Australia.

Contact: 1800 232 007

[Make a complaint / regulator website](#)

[Escalate within the public system: SA Local Health Networks](#)

[Contact an elected representative: South Australian MPs](#)

WA

Health and Disability Services Complaints Office (HaDSCO)

Independent resolution service for complaints about WA health, mental health and eligible disability services.

Contact: (08) 6551 7600 / 1800 813 583 regional

[Make a complaint / regulator website](#)

[Escalate within the public system: WA health service providers](#)

[Contact an elected representative: Western Australian MPs](#)

TAS

Health Complaints Commissioner Tasmania

Independent complaint service for health services and practitioners in Tasmania.

Contact: 1800 001 170

[Make a complaint / regulator website](#)

[Escalate within the public system: Tasmanian hospitals and services](#)

[Contact an elected representative: Tasmanian MPs](#)

ACT

ACT Human Rights Commission - Health Services Commissioner

Handles complaints about public and private health services, health records and individual practitioners in the ACT.

Contact: (02) 6205 2222

[Make a complaint / regulator website](#)

[Escalate within the public system: ACT health system](#)

[Contact an elected representative: ACT MLAs](#)

NT

Health and Community Services Complaints Commission (HCSCC)

Independent, free complaint service for NT health, disability and aged-care services, including individual practitioners.

Contact: 1800 004 474 / (08) 8999 1969

[Make a complaint / regulator website](#)

[Escalate within the public system: NT health service regions](#)

[Contact an elected representative: Northern Territory MLAs](#)

Concerns about a practitioner?

You may raise a concern about the health, conduct or performance of a registered practitioner, including a doctor, obstetrician, midwife or nurse. In Queensland, lodge with OHO; in NSW, lodge with HCCC or the relevant NSW Health Professional Council. In other jurisdictions, use your state complaint body or Ahpra's online concern form. Ahpra: 1300 419 495.

Escalating to the health service CEO or Board

Public health services are overseen by a Chief Executive and, in most jurisdictions, a governing board or equivalent authority. They are responsible for organisational governance, safety, quality, risk, culture and accountability. Ask that your complaint be escalated to the Chief Executive, Board Chair, clinical governance unit or patient-safety executive when it raises serious, repeated or system-wide concerns.

Contacting your local MP or Health Minister

For public hospitals, elected representatives can seek briefings, raise concerns with the Health Minister or department, request accountability, and advocate for reviews or broader reform. MPs do not replace clinical or regulatory complaint pathways, but they can be important when concerns are repeated, systemic, affect many families, or have not been addressed through usual channels.

Why escalation can matter

In one NSW example shared with MCN, women from the Wagga Wagga region first raised concerns within the hospital. As reports accumulated, more than 200 women described mistreatment or adverse outcomes, and around 30 women escalated their concerns to the HCCC. Health Ministers, the Shadow Health Minister and local and independent MPs were also contacted. Political advocacy helped keep the concerns visible and contributed to broader calls for maternity-system scrutiny, including the NSW Birth Trauma Inquiry.