

Making a Complaint About Maternity Care

South Australian maternity and pregnancy services

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 service name shown in blue to open its complaint, feedback or contact page. Contact details and processes can change, so check with the service before submitting your complaint.

Maternity service	Information requested online	Other ways to submit a complaint or feedback
Ashford Hospital	Category (select complaint) Name Email Preferred contact method and time (optional) Phone Message	Contact the hospital on (08) 8375 5222.
Burnside Hospital - Toorak Gardens	Name Admission and discharge dates Hospital and ward/area Contact number and email What went well What you were dissatisfied with Your concerns and suggested remedy Other comments	Phone (08) 8202 7222 or email mail@burnsidehospital.asn.au . Write to: Executive Office, Burnside War Memorial Hospital, 120 Kensington Road, Toorak Gardens SA 5065.
Calvary North Adelaide Hospital	Name Email Phone 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 on (08) 8239 9100.

Maternity service	Information requested online	Other ways to submit a complaint or feedback
<u>Flinders Medical Centre</u>	No hospital-specific online form listed.	Contact the hospital on (08) 8204 5511. Contact Southern Adelaide Local Health Network on (08) 8204 5433 (9am-4pm, Monday to Friday) or email HealthSALHNConsumerAdvisory@sa.gov.au .
<u>Flinders Private Hospital</u>	Category (select complaint) Name Email Preferred contact method and time (optional) Phone Message	Contact the hospital on (08) 8275 3333.
<u>Gawler Health Service</u>	Complaint type Location of care Whether you wish to remain anonymous Whether feedback is for you or someone else Date and time of incident (if known) Details of complaint Outcome sought Supporting documents	Contact the hospital on (08) 8521 2000 or write to PO Box 196, Gawler SA 5118. Email Health.BHFLHNQualityTeam@sa.gov.au .
<u>Kangaroo Island Health Service</u>	Complaint type Location of care Whether you wish to remain anonymous Whether feedback is for you or someone else Date and time of incident (if known) Details of complaint Outcome sought Supporting documents	Contact the hospital on (08) 8553 4200 or write to 5 Esplanade, Kingscote SA 5223. Email Health.BHFLHNQualityTeam@sa.gov.au .
<u>Lyell McEwin Hospital</u>	Complaint type Location of care Anonymous or identified feedback Whether feedback is for you or someone else Date and time of event Details of complaint Outcome sought	Contact the hospital on (08) 8182 9000. Contact Northern Adelaide Local Health Network on 1300 013 988 or email NALHNCAS@sa.gov.au .
<u>Memorial Hospital</u>	Category (select complaint) Name Email Preferred contact method and time (optional) Phone Message	Contact the hospital on (08) 8366 3800.

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<u>Mount Barker District Soldiers Memorial Hospital</u>	Complaint type Location of care Anonymous or identified feedback Whether feedback is for you or someone else Date and time of incident (if known) Details of complaint Outcome sought Supporting documents	Contact the hospital on (08) 8393 1777 or write to PO Box 42, Mount Barker SA 5251. Email Health.BHFLHNQualityTeam@sa.gov.au .
<u>Mount Gambier and Districts Health Service</u>	Contact details if you would like a response Type of feedback Location and service Department Date of service or admission Details of complaint Outcome sought	Contact the hospital or Limestone Coast Local Health Network on (08) 8721 1200, or email Health.LimestoneCoast@sa.gov.au . Write to PO Box 267, Mount Gambier SA 5290.
<u>Murray Bridge Soldiers Memorial Hospital</u>	No hospital-specific online form listed.	Contact the hospital on (08) 8535 6777 or write to PO Box 346, Murray Bridge SA 5253. Contact Riverland Mallee Coorong Local Health Network on (08) 8580 2400 or email Health.RMCConsumers@sa.gov.au .
<u>Naracoorte Health Service</u>	Contact details if you would like a response Type of feedback Location and service Department Date of service or admission Details of complaint Outcome sought	Contact the hospital on (08) 8762 8100. Contact Limestone Coast Local Health Network on (08) 8721 1200 or email Health.LimestoneCoast@sa.gov.au .
<u>Port Augusta Hospital and Regional Health Service</u>	Name and preferred contact method Type of feedback Consent for feedback information to be stored Whether feedback relates to you or someone else Facility, service and date Details of complaint Outcome sought Interpreter, hearing and First Nations information	Contact the hospital on (08) 8668 7500 or write to 71 Hospital Road, Port Augusta SA 5700. Contact the Consumer Feedback Coordinator on (08) 8668 7583 or email Health.FUNOCEOCorrespondence@sa.gov.au .
<u>Port Lincoln Health Service</u>	Name (optional) Whether you would like a response and contact details Type of feedback Relevant service First Nations and interpreter information Date and location Whether feedback is about you Complaint details Outcome sought	Contact the hospital on (08) 7669 1200 or write to PO Box 630, Port Lincoln SA 5606. Contact Eyre and Far North Local Health Network on 0401 772 141 or email Health.EFNConsumerFeedback@sa.gov.au .

Maternity service	Information requested online	Other ways to submit a complaint or feedback
<u>Pregnancy Advisory Centre</u>	Complaint type Queen Elizabeth Hospital as location Anonymous or identified feedback Whether feedback is for you or someone else Date and time (optional) Complaint details Outcome sought (optional)	Contact the centre on (08) 7177 8999 (9am-4pm, Monday to Friday). Contact Central Adelaide Local Health Network on (08) 7074 1377 or email HealthCALHNConsumerExperience@sa.gov.au .
<u>Riverland General Hospital</u>	No hospital-specific online form listed.	Contact the hospital or Riverland Mallee Coorong Local Health Network on (08) 8580 2400, or email Health.RMCCconsumers@sa.gov.au . Write to 10 Maddern Street, Berri SA 5343.
<u>Southern Fleurieu Health Service</u>	Complaint type Location of care Anonymous or identified feedback Whether feedback is for you or someone else Date and time of incident (if known) Details of complaint Outcome sought Supporting documents	Contact the hospital on (08) 8552 0500 or write to Harbour View Terrace, Victor Harbor SA 5211. Email Health.BHFLHNQualityTeam@sa.gov.au .
<u>Whyalla Hospital and Health Service</u>	Name and preferred contact method Type of feedback Consent for information to be stored Whether feedback relates to you or someone else Facility, service and date Details of complaint Outcome sought Interpreter, hearing and First Nations information	Contact the hospital on (08) 8648 8300 or write to PO Box 267, Whyalla SA 5600. Contact the Consumer Feedback Coordinator on (08) 8668 7583 or email Health.FUNOCEOCorrespondence@sa.gov.au .
<u>Women's and Children's Hospital</u>	Complaint, compliment or suggestion Whether you wish to provide your details Whether feedback is for you or someone else Details of person providing feedback and patient Relationship to patient Relevant unit, ward or service Complaint details Outcome sought Whether you would like a response	Contact the hospital on (08) 8161 7000 or write to 72 King William Road, North Adelaide SA 5006. Contact Women's and Children's Health Network on (08) 8161 6710 or email HealthWCHNConsumerFeedback@sa.gov.au (8am-4pm, Monday to Friday).

Prepared from information supplied to Maternity Consumer Network and current service information. Services that were explicitly identified as not providing maternity care were removed. This guide is general information only and is not legal advice.