

## **Complaint Submission Reference Sheet**

### **For a negative Hospital Experience:**

- This is usually the first step in the complaint process.
- In Canada your complaint goes to your local health authority. They usually have an office called the “Patient Care Quality Office” or named something similar.
- In the USA you can write your complaint directly to the hospital where the problem occurred. You can also complain to your insurance company. You can also try your State Quality Improvement Organization.
- In the UK you can make your complaint to the NHS.

### **For a negative Doctor Experience:**

- Send your complaint to your local body that regulates doctors.
- In Canada it is your provincial College of Physicians and Surgeons.
- In the USA it is your State Medical Board.
- In the UK it is the General Medical Council.

### **For a negative Nurse or Midwife Experience:**

- Send your complaint to your local body that regulates nurses.
- In Canada it is your provincial College of Nurses and Midwives.
- In the USA it is your State Board of Nursing.
- In the UK it is the Nursing and Midwifery Council.

### **For a negative Doula Experience:**

- Doula's are not regulated in the same way that healthcare professionals are. You can check if they are a member of any doula associations and complain to them.

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### **Write a Review:**

- Many doctors, midwives and doulas can be found and rated online.

### **If you are not satisfied with the outcome of your complaint process:**

- Write to the office of your local ombudsperson. This is the process for all countries.
- Some areas also have a higher level in the complaint process that can be utilized before going to the local ombudsperson.
- Write to your local elected official who is in the level of government that looks after healthcare.

### **While still in the hospital:**

- Kindly ask to speak to the unit manager, often called the “charge nurse”.

If that fails:

- Ask to speak to the hospital social worker.
- Ask for the Patient Care Coordinator or Patient Liaison.
- Ask to speak to the head of obstetrics.

### **Other Resources:**

- BirthMonopoly.com