

What to Do If You Have a Complaint

Information about how to share concerns or complaints with your midwife or birth center

We Want to Hear from You

At our practice, we want you to feel safe, respected, and listened to. If you ever have a concern or complaint, we want to know so we can try to make things better.

When to Speak Up

You can tell us if you ever feel:

- You weren't treated with respect
- You didn't understand something and didn't get the help you needed
- You were hurt or scared during your care
- Something went wrong or didn't feel right

You don't have to wait. Your voice matters.

How to Tell Us

You can share a concern in any of these ways:

- Talk to your midwife in person
- Write a note or email to the midwife or clinic
- Ask to speak with a different staff member
- Fill out a feedback or complaint form if one is available

You can bring someone with you if it helps you feel more comfortable.

What Happens Next

When you share a concern:

- We will listen without judgment
- We may ask questions to understand more
- We will let you know what we can do to help
- We will try to fix the problem or explain why something happened the way it did

We take all complaints seriously and want to learn from them.

What If You're Not Satisfied?

If we are not able to resolve your concern, or if you want to talk to someone outside our practice, you can contact:

Midwife's Practice Name, Logo, Contact Info

Washington State Department of Health – Midwifery Program

Website: www.doh.wa.gov

Phone: 360-236-4700

Email: hsqa.csc@doh.wa.gov

You can also contact a client advocate or legal support service if you need help.

Your Care Will Not Be Affected

You will not be treated any differently for sharing a concern. We care about your experience and want to work with you.

Questions?

Please ask us if anything in this handout is confusing. We're here to help.

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