



## What you can do

If you have a concern about a midwife or the care that you have received, then there are other options available to you. These include

### Contact the Health and Disability Advocacy service

Advocates assist people with making sure their rights are respected. They help consumers to resolve complaints about health or disability services. The Advocacy Service is part of the Health and Disability Commission but operates independently of it. Visit the [Advocacy Service](#) or call 0800 555 050.

### Making a complaint directly to the Health and Disability Commissioner

Any complaints the Council receives from members of the public about a midwife's practice must be referred to the Health and Disability Commissioner. The Commissioner then decides whether she will investigate the matter looking to see if there has been a breach of the Code of Health and Disability Services Consumers' Rights. The Commissioner may refer the matter back to the Council who will consider whether further action is required. If you have a complaint about a midwife you can contact the Health and Disability Commissioner's office where you will find information about the complaints procedure. Visit the [Health & Disability Commissioner](#) or call 0800 11 22 33

If you wish to notify the Council about your concerns about a midwife, the online form concerns about a midwife will assist you. The Council requires a written referral in order to proceed further.