
Raising a concern about your maternity care

We are the Nursing and Midwifery Council (NMC)

We're here to help if something went wrong in the care that a midwife, nurse or nursing associate provided for you or your baby during pregnancy, birth or after birth.

This leaflet can help you decide what you could do if you think a midwife, nurse or nursing associate may have done something wrong.

If you have a concern about a doctor, you can contact the General Medical Council (GMC).

If you and your family have had a distressing experience, there are also organisations that can help you with your wellbeing:

- [The Birth Trauma Association](#)
- [Make Birth Better](#)
- [Sands](#)
- [Tommy's](#)

What we do

We can investigate concerns about a midwife, nurse or nursing associate, if we think that they could be a risk to people's safety.

We're independent from hospitals and from midwives, nurses and nursing associates.

There might have been lots of people involved in caring for you or your baby before, during and after birth.

We can only look at concerns about midwives, nurses and nursing associates.

Other organisations can look at concerns about doctors and other healthcare professionals. Their details are at the end of this leaflet.

If you have a concern

Who you raise your concern with depends on what happened.

In some cases, the best solution is to talk through what happened so the staff involved learn from it. This should be done by the employer of the nurse, midwife or nursing associate as they are closer to the situation.

This is likely to be the hospital where they were working.

In some cases, what happened is so serious that we should consider if the midwife, nurse or nursing associate is a risk to the public. This is when you should raise your concern with us.

You can also come straight to us if they work independently.

If you want support raising your concern with the hospital, please contact:

- Your local **Patient Advice and Liaison Service (PALS)** (in England and Wales)
- **Patient Advice and Support Service Scotland (PASS)**
- **Patient Client Council (PCC)** (in Northern Ireland).

What happens if you contact us

We'll look at what you have told us to see if we should investigate.

We can investigate if we believe an individual is an ongoing risk to the public.

We can't investigate in all cases. For example, if someone isn't on the NMC's Register.

If we decide not to investigate, we'll explain the reasons why.

If we do decide to investigate, we'll explain what this will mean for you and how we'll keep you up to date.

We'll work with other organisations and share information where it is right to do so.

We realise that you may have needed time for yourself and your family and it isn't always possible to raise concerns right away. There's no time limit for raising a concern.

You don't have to pay us at any point of the process.

How to raise a concern

If you're not sure if you want to raise a concern, you can call us to speak to someone on **020 3307 6802**. We'll listen to your concerns and give you time to talk about what is happening. We'll take your concerns seriously.

If you're ready to raise a concern you can do this by filling in a form on our website: <https://www.nmc.org.uk/concerns-nurses-midwives/raise-a-concern/>

It's helpful if you know the midwife, nurse or nursing associate's name when you contact us - but don't worry if you don't have it, we'll do our best to find out.

If you're struggling to use this form and would prefer to speak to us for advice, please contact our referrals helpline on **020 3307 6802**.

Who else might be able to help

If we can't help or we aren't the right people, we'll help you find the right people to speak to.

This might be:

- **Hospitals.** They employ midwives, nurses and nursing associates, and oversee their work day to day. They should investigate whenever things go wrong.
- **The General Medical Council (GMC).** They help if you think a doctor isn't fit to practise.
- **The Health and Care Professions Council (HCPC).** They help if you have concerns about other professionals, including operating department practitioners and paramedics.
- Regulators who take action when health services, like hospitals, might be unsafe:
 - **The Care Quality Commission (CQC)** in England.
 - **The Care Inspectorate** in Scotland.
 - **Regulation and Quality Improvement Authority (RQIA)** in Northern Ireland.
 - **Health Improvement Wales (HIW)** in Wales.
- **The Parliamentary and Health Service Ombudsman (PHSO).** If you've already raised a concern with an NHS hospital and you feel they've not taken the right actions, you can make a complaint to the PHSO about the NHS.

For more information about how we look at concerns, see our website at www.nmc.org.uk.

This document is also available in Welsh [on our website](#). Other languages are available on request by emailing communications@nmc-uk.org

Mae'r ddogfen hon hefyd ar gael yn y Gymraeg [ar ein gwefan](#). Mae ieithoedd eraill ar gael ar gais drwy e-bostio communications@nmc-uk.org

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Council**

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