



RURAL MEDICAL IMAGING

Locations: Innisfail Mareeba Atherton Ingham

Feedback and Complaints Management Policy

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Feedback and Complaints Management Policy

Purpose and Scope

The purpose of policy is to ensure that practitioners and patients, carers and other stakeholders are able to provide feedback on their experience and service received with our practice.

Feedback options

There are a variety of feedback options available these include

- Verbal feedback from patients to staff
- Written feedback via the Customer Feedback Form available in hard copy on the counters at each of our practices or via our website. [Feedback Form](#)
- Online feedback form. [Online Feedback](#) available <https://ruralmedicalimaging.com.au/feedback-form/>
- Written feedback via a letter or an email
- Periodic patient and referrer surveys.
- Direct telephone calls

Feedback response

Dependent upon the type of feedback determines the response to the feedback. Positive feedback is fed back to the staff members involved

Complaints are dealt with as soon as they are received. The Managing Director is made aware of all complaints received. The nature of the complaint will determine who deals with it and whether the sender is contacted to clarify or provide further information.

Feedback from Practitioners is directed to our Chief Radiographer who keeps a register of feedback and assists us to identify any systemic issues.

Complaint Handling Policy

Our complaints handling policy & Procedure is a document kept with our Workplace Health and Safety Manual. [Complaint Handling Policy & Procedure](#)ⁱ.

Staff behaviour: If a complaint is made against a staff member's behaviour the complaint is investigated in line with HR procedures. The person making the complaint maybe asked to

put the complaint in writing in order for it to go through due process as required by workplace legislation.

Procedural: These complaints will be investigated to determine what happened where and why it happened.

Dependent upon the nature of the complaint the person may or may not be contacted with the outcome of the investigation

Staff Training

Complaints handling is usually addressed during our annual CPR training. Staff are reminded of our feedback forms, our online presence and our Complaint Handling Policy & Procedure is discussed along with the chain of command and who to direct complaints to.

We provide staff with a “Dealing with difficult clients” brochure to them when dealing with a person who could potentially turn the altercation into a complaint. [Dealing with difficult clients](#)ⁱⁱ

Complaints are logged into our Complaint Register (External Parties). [Complaints Register](#)ⁱⁱⁱ

Document review

This document has been compiled and reviewed in August 2021 whilst reviewing and updating our Safety and Quality Manual and will be reviewed again as per Review Schedule in our Safety & Quality Manual.

Feedback Form

Rural Medical Imaging

Patient Feedback Form

Please take a few minutes to fill out this feedback form on the timeliness and quality of the service you received. Rural Medical Imaging welcomes your feedback and your responses will be kept confidential. Thank you for your participation.

Your Appointment

Did you book an appointment by phone or did you drop in?

Booked by phone In Person

How easy was it to make an appointment by telephone?

Outstanding Very Difficult

How long did you wait to speak to a receptionist?

0 to 2 mins 3 to 5 mins 5 to 7 mins Longer

If you booked an appointment, was the date later than expected?

Yes No

Day of Your Appointment

How would you rate the courtesy of the staff at the reception desk?

Courteous Poor

How long did you wait in the reception area beyond your scheduled appointment time?

0 to 5 mins 5 to 20 mins 20 to 40 mins Longer

Our Staff

How would you rate the courtesy of the Radiographer or Sonographer who helped you?

Courteous Poor

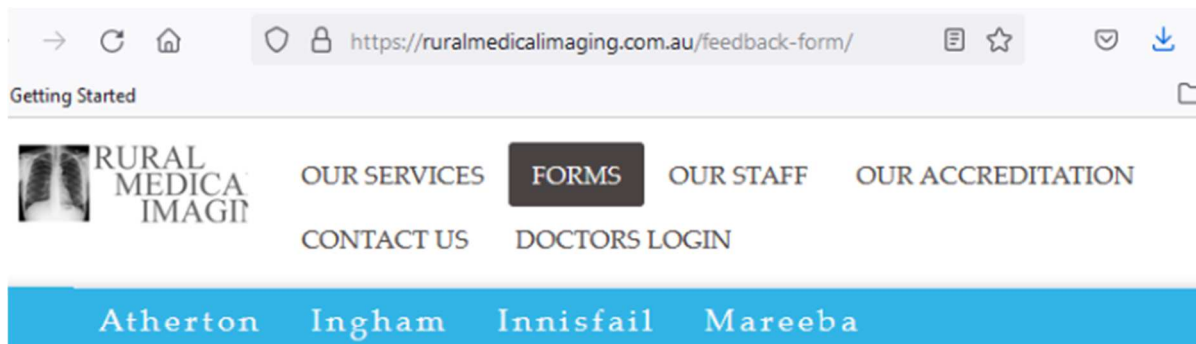
How would you rate the courtesy of the competence of the Reception staff who helped you?

Courteous Poor

Would you recommend this facility and its staff to your family and friends?

Yes No

Feedback form Online



The screenshot shows a web browser window with the URL <https://ruralmedicalimaging.com.au/feedback-form/>. The page title is "Getting Started". The navigation menu includes "OUR SERVICES", "FORMS" (highlighted), "OUR STAFF", "OUR ACCREDITATION", "CONTACT US", and "DOCTORS LOGIN". The logo for Rural Medical Imaging is visible on the left. A blue banner at the bottom of the navigation area lists the locations: Atherton, Ingham, Innisfail, and Mareeba.

Patient Feedback Form

Please take a few minutes to fill out this feedback form on the timeliness and quality of the service you received. Rural Medical Imaging welcomes your feedback and your responses will be kept confidential. Thank you for your participation.

Did you book an appointment by phone or did you drop in?

- Booked by phone
- In person

How easy was it to make an appointment by telephone?

- Excellent
- Above Average
- Average
- Below Average
- Very Difficult

How long did you wait to speak to a receptionist?

- 0 to 2 mins
- 3 to 5 mins
- 5 to 7 mins
- Longer

If you booked an appointment, was the date later than expected?

- Yes
- No

How would you rate the courtesy of the staff at the reception desk?

Complaint Handling Policy & Procedure



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Complaints Handling Policy & Procedure

Overview

Rural Medical Imaging like all other businesses strive to provide the best possible service they can. However it is likely at some point that we will be subject to a complaint. This policy aims to provide guidance on how to handle the complaint

How complaints are received

Complaints may be made at the time of the incident verbally, in writing after the incident, by telephone or via a 3rd party

Procedure for handling the complaint

Direct the complaint to the management, if this is not an option as the complaint is made directly then obtain as much information as possible:

1 - Listen to the complaint

Thank the customer for bringing the matter to your attention. Apologise and accept ownership, don't blame others and remain courteous.

2 - Record details of the complaint

Go through the complaint in detail so you can understand exactly what the problem is.

3 - Get all the facts

Check that you have understood and recorded the details of the complaint correctly. Ask questions if necessary.

4 - Get all the facts

Write down the details of the complaint, including the name and contact details of the person making the complaint. Pass this information to Management so that the complaint can be recorded and used later to identify trends, issues and for quality and training purposes.

At this point you may wish to advise the person making the complaint that someone from management will follow this matter through.

5 - Discuss options for fixing the problem

Ask the customer what response they are seeking; it could be a repair, replacement, refund or apology. Decide if the request is reasonable.

6 - Act quickly

Aim to resolve the complaint quickly. If you take a long time they tend to escalate.

8 - Keep your promises

Keep the customer informed if there are any delays in resolving their request. Don't promise things that you can't deliver.

9 - Follow up

Contact the customer to find out if they were satisfied with how their complaint was handled. Let them know what you are doing to avoid the problem in the future.

Make sure your staff are trained to follow your procedure when handling complaints and that they have the power to resolve issues as quickly as possible.

Encourage your customers to provide feedback and complaints so that they let you know when there is a problem and give you the opportunity to resolve it.

Dealing with difficult clients

Dealing with difficult and aggressive clients



RURAL MEDICAL IMAGING

Aggressive, angry or violent behaviour

As you may have seen in the media and public awareness campaigns reinforcing that anger and aggression are not OK and there should be zero tolerance for it.

Unfortunately this type of behavior does happen and needs to be dealt with appropriately.

Your safety first

You must put your safety as number 1 priority.

If you are dealing with a potentially violent person

- Call for help and
- Remove yourself from the situation.

Signs that a client could become aggressive or violent

- **Appearance:** intoxicated, dishevelled or dirty, bloodstained, bizarre, carrying anything that could be used as a weapon.
- **Physical activity:** restless or agitated, pacing, standing up frequently, clenching of jaw or fists, hostile facial expressions with sustained eye contact, entering 'off limit' areas uninvited.
- **Mood:** angry, irritable, anxious, tense, distressed, difficulty controlling emotions.
- **Speech:** loud, swearing or threatening, sarcastic, slurred.
- **Worker's reaction:** fear, anxiety, unease, frustration, anger.

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Dealing with an angry or aggressive person

- **Listen:** Active listening can be an important component in the de-escalation process. The person may be aggressive due to fear of the situation and so listening is an important element of the communication process.
- **Acknowledge their anger:** use reflective comments and use the words spoken by the aggressive person but keep the comments brief.

Don't use statements that could be perceived as devaluing the person i.e. "you shouldn't be angry" use statements like "I can see you are angry/upset" This type of statement can be a good opening to give them a chance to talk about the real issue. Often when a person has the opportunity to express their anger it can assist in lowering their levels of anger.

Don't speak: don't fill any silences with words, often a silent period allows the other person to settle down and when they feel the discomfort of the silence they will break it themselves.

Body Language: Try to maintain eye contact as well as ensuring your body language is open and relay both your interest and engagement to the person.

Empathy: With the use of empathy, make sure it is kept brief. Paraphrasing can be a way to express empathy to the patient, and this also shows the patient that their concerns are being listened to and being taken seriously.

Debrief & Report the incident

After the incident find someone to talk to if a manager is not present. Report the incident as soon as you can.

References:

Ausmed Pty Ltd

<https://www.ausmed.com.au/cpd/articles/responding-to-violence-and-aggression>

Australian Government - Dept of Health

<https://www1.health.gov.au/internet/publications/publishing.nsf/Content/drugtreat-pubs-front12-wk-toc~drugtreat-pubs-front12-wk-secb~drugtreat-pubs-front12-wk-secb-4~drugtreat-pubs-front12-wk-secb-4-3>

Comorbidity Guidelines

<https://comorbidityguidelines.org.au/b6-managing-and-treating-specific-disorders/aggressive-angry-or-violent-behaviour>

What is comorbidity from The Matilda Centre on Vimeo

<https://player.vimeo.com/video/356784085>

Image: <https://webstockreview.net/>

