

Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-102024-0001216

**Date:** 14/11/2024

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000.

**Request**

1. Total number of complaints received relating to radiographers for any reason (including x-ray, MRI, CT, ultrasound, mammography, fluoroscopy).
2. Total number of the above complaints that relate to radiographers' communication issues (excluding delays in appointments or diagnostic reports).

**Response**

Please see response to the two questions below, please note that our Datix system (complaints information system) was only active from the start of 2016 and therefore it is not possible to search a ten-year period. The search timeframe is 01/01/2016 to 04/11/2024:

1. Total number of complaints received relating to radiographers for any reason (including x-ray, MRI, CT, ultrasound, mammography, fluoroscopy).

**120 complaints for 01/01/2016 to 04/11/2024**

2. Total number of the above complaints that relate to radiographers' communication issues (excluding delays in appointments or diagnostic reports).

**14 complaints against communication**

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**