

**Request for information under the Freedom of Information Act – 2022.044
Released – 19 May 2022**

Thank you for your email received 17 May 2022 requesting information regarding complaints.

Please find detailed below a summary of your request, together with our response.

Summary of your original request:

Could you please tell me for the calendar year 2021:

1) How many official complaints and PALS concerns your Trust received from patients alleging they had been discriminated against or badly treated by a member of staff because of their being overweight or obese

Please do this by searching for complaints containing any of the words "weight", "fat", "obese", "overweight" and "bariatric" and filtering these to find those that refer to allegedly fat-shaming comments or actions made by a member of staff.

2) Can you select the first five such complaints from 2021 and provide me with the following details:

a. What type of staff member was the complaint levelled against? E.g. healthcare assistant, junior doctor, consultant, cleaner, kitchen staff

b. Please quote the words allegedly used by the hospital staff or summarise the offending action

c. Please tell me what, if any, action was taken by your trust in response to these five sample complaints from the beginning of 2021

On review of all complaints and PALS contact (using wording specified) we have no patients alleging discrimination or bad treatment from staff because they are overweight or obese.

Chair John Goulston Acting Chief Executive Gordon Flack

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