

17 May 2019

Information Rights & Compliance Team
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Our Ref: FOI/03284

Thank you for your request concerning complaints in relation to being overweight.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

- 1. How many complaints through the patient advice and liaison system (PALS) 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 for each of the years 2016, 2017 and 2018.**

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 fat-shaming comments made by a member of staff.

Using the above search criteria I can confirm that in the past 3 years we have not received any complaints in relation to discrimination of patients weight.

Can you select the first five such complaints from 2018 and provide me with the following details:

- 1. That type of staff member was the complaint levelled against? E.g. healthcare assistant, junior doctor, consultant, cleaner, kitchen staff**
- 2. Please quote the words allegedly used by the hospital staff or summarise the offending action**
- 3. Please tell me what, if any, action was taken by your trust in response to these five sample complaints from the beginning of 2018**

Not applicable.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

