

**Reference Number:** FOI202526/055  
**From:** Private Individual  
**Date:** 06 May 2025  
**Subject:** Patient complaints of discrimination

Q1 Could you please tell me for each of the years (a) 2022, (b) 2023 and (c) 2024 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 (i) overweight or obese, or (ii) a sexuality other than heterosexual.

NOTE: In relation to the weight query 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.

Formal complaints for each calendar year

A1 [Zero](#)

Q2 Can you select the first five such complaints from 2024 for each category 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 sample complaints from the beginning of 2024

A2 [Information not held – as per A1](#)