

## Freedom of Information Act 2000 disclosure log entry

### Reference

19-20035

### Date sent

20/05/2019

### Subject

Fat-shaming complaints to PALS

### Details of enquiry

Could you please tell me for each of the years 2016, 2017 and 2018

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.

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.

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

1. What 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

### Response Sent

Having checked our records with both our (corporate) complaints department and the PALS office, we can advise you that the Tavistock and Portman NHS Foundation Trust does not have any record of "fat shaming" type of complaints against any of our staff.

At this Trust, all formal complaints are dealt with by the Complaints Department, and our PALS service deals with enquiries and advice, so any complaints sent to PALS are forwarded to the Complaints Department