

Ref. No: 087170522
From: Public
Date: 17/05/22
Subject: Fat shaming complaints - 2021

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

RESPONSE

No complaints were received containing the recommended search terms during 2021. Furthermore, the Trust shall refrain from undertaking a manual analysis of complaints under Section 12 of the Freedom of Information Act 2000.

Under Section 12 of the Freedom of Information Act St Helens & Knowsley Teaching Hospitals Trust does not have to comply with a request if we estimate that the cost of complying with your request would exceed the appropriate limit of £450. The appropriate limit has been specified in regulations. This represents the estimated cost of one person spending 2½ working days in answering the remainder of your questions. Under section 12 of the Freedom of Information Act the Department is not obliged to comply with your request and we will not be processing your request further.