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7<sup>th</sup> June 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220524.

You requested the following information, please also see our response below:

**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.**

There are no complaints or PALS concerns recorded for this period on the Trust Datix database.

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

Not Applicable

**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**

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

**Freedom of Information Coordinator**  
**South East Coast Ambulance Service NHS Foundation Trust**