

Trust Headquarters  
Russells Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-052025-0001591

**Date:** 13.5.25

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000.

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.

**A search has been completed against formal complaints received by the Complaints team and not informal concerns to the PALS team as these are not registered as a complaint.**

**In the years requested the total number of complaint/s received is less than 5 (<5).  
As per NHS Digital rules the Trust does not publish numbers lower than 5 as this could lead to the identification of the persons involved, Exemption Section 40(2) of the Freedom of Information Act is applied.**

Can you select the first five such complaints from 2024 for each category and provide me with the following details:

**In the years requested the total number of complaint/s received is less than 5 (<5).  
As per NHS Digital rules the Trust does not publish numbers lower than 5 as this could lead to the identification of the persons involved, Exemption Section 40(2) of the Freedom of Information Act is applied.**

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 sample complaints from the beginning of 2024.

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**