Your Address

Enter name or organisation name

Enter address

Date:

Dear (Name of the person you are writing to),

**FORMAL COMPLAINT**

Please accept this letter as a formal complaint of discrimination arising from disability and a failure to make a reasonable adjustment by (name of organisation).

Enter full details of the issue and the impact it has had on you.

Provide specific dates of you visit if you have them. Explain what happened and the impact it has had on you.

\*with regards to Changing Places/Space to Change toilets you may want to include information such as having no option but to lie your loved one on the floor, having to manually lift/be lifted which is unsafe etc, or having to leave the venue completely etc etc

Explain why the above is a consequence of your disability. Include details of your disability and list the reasonable adjustments you feel they should have made. \*with regards to Changing Places/Space to change toilets include information of the equipment you need (hoist, changing table, more space etc – whatever you specifically need) if the venue you were visiting had sufficient space to house this equipment (in your opinion) ensure you state this so it is clear you are not asking for construction works.

Be clear and concise.

Include information about who you have spoken with previously their name, job title and the date when you spoke to this person to resolve this issue.

The Equality Act 2010 (the Act) states I am protected against unlawful discrimination by you as a service provider because of my disability.

Discrimination arising from disability is defined in the Act as:

* Unfavourable treatment, because of something arising in consequence of that person’s disability, and
* It cannot be shown that the treatment is a proportionate means of achieving a legitimate aim (‘objective justification’).

The way in which I was treated cannot be objectively justified as reasonable adjustments were not put in place for me.

Under the Equality Act 2010, as a service provider, not only do you have a duty to make reasonable adjustments for an individual who is at a substantial disadvantage at that time due to their disability, you also have to take positive steps to ensure that you anticipate the needs of potential disabled customers before they access your service.

It may be that you:

* Change a provision, criterion or practice
* Change a physical feature, and/or
* Provide an auxiliary aid.

If it is reasonable for you the service provider to make an adjustment then it must be made. A failure to comply with this duty could be unlawful under the Equality Act 2010.

The adjustment which I consider that you have failed to make is (state the reasonable adjustment which you require)

I would like you to respond to me in writing within 28 days from receipt of this letter with a view to resolving my complaint. In your response I would also like you to explain why you failed to make the reasonable adjustments.

Yours sincerely/faithfully (Delete as appropriate),

(Your name)