[INSERT your address]

[INSERT Gym/Leisure Centre address]

[INSERT date]

Dear Sirs

**Re: Claim for Reasonable Adjustments and Compensation**

**Disability Discrimination**

I am writing this letter of complaint because of difficulties that I experienced at [INSERT name and address of Gym/Leisure Centre] on [INSERT date] to ask you to make your service more accessible to disabled customers.

**Information about my Disability**

I am a disabled person within the meaning of section 6 of the Equality Act 2010. [INSERT brief description of your disability and how it impacts your life e.g. I have cerebral palsy and use a manual wheelchair to get about].

**Events Giving Rise to this Complaint**

On [INSERT date of incident] I arrived at [INSERT name of Gym/Leisure Centre] at [INSERT time]. This particular Gym/Leisure Centre had been chosen [INSERT why you going here e.g. as it has the latest gym equipment/ is near to my home/ has a swimming pool that I wished to use. [INSERT what mobility equipment you were using/or if you were accompanied by an assistance dog or PA e.g. I was using my manual wheelchair and was accompanied by my personal assistant.]

[INSERT description of the obstacles you faced or the discriminatory treatment you encountered and how it made you feel]

1. **EXAMPLE - No access to the gym equipment**: I have good upper body strength and like to use the weight training equipment. The gym was laid out in such a way that it was impossible for me to get to the equipment that I wanted to use. I asked the staff on duty if it would be possible to rearrange some of the machines, so I could move my wheelchair through the gym. They told me that it was set out how other people liked it and couldn’t be moved. As I couldn’t use any of the equipment in reach I decided to leave. This made me feel like a second class citizen.
2. **EXAMPLE - Cars parking in disabled bays** On arrival at the Leisure centre I followed the signs to the disabled bays and was amazed to find that they were all full. On closer inspection I noticed that none of the vehicles were displaying a Blue Badge although it was clearly stated on a sign that the disabled bays were only for Blue Badge holders. I really need a disabled bay as my personal assistant (PA) has to bring my wheelchair round to the side of my car. My PA parked in a standard bay while she went in to see if she could get a car moved. She was told that there was nothing they could do to stop people parking in the disabled bays and people liked to park in them as they were the closest to the building. We waited for a little while in case someone came back but they didn’t so we had to go home and I missed my swim. It made me feel really sad that I couldn’t get any exercise.
3. **EXAMPLE - Discriminatory treatment**: On arrival at the Gym I asked for a ticket for myself and one for my carer. I asked if there was a concessionary rate as due to my disability I need someone with me to help me with the equipment. I was told we would both have to pay full price even though my carer was only there to assist me. I thought this was really unfair and it made me feel like they had no idea what it was like to be a disabled person.

**The Basis for the Complaint**

In providing gym/leisure facilities , you are providing a service within the meaning of section 29 of the Equality Act 2010 (“the Act”). You are therefore obliged to comply with the provisions of section 29 including the obligation to make reasonable adjustments in accordance with section 20 of the Act.

In failing to provide [INSERT what they did or did not do e.g. access to equipment/parking spaces/charging my carer and me both full price you have discriminated against me, by failing to make reasonable adjustments.

**What I would like this Complaint to achieve.**

1. A written apology;
2. [INSERT what you want them to do to improve their access]
3. **EXAMPLE** Rearrange the equipment so there is enough space in between for a wheelchair user to move about.
4. **EXAMPLE** Change the parking policy so cars not displaying Blue Badges are told to move and the bays are kept free for disabled users.
5. **EXAMPLE** A change in practice so that disabled people who need to be accompanied by another person are not charged for their personal assistant.

[If you are also seeking compensation as well as a change of practice INSERT this paragraph]

I should also add that although a secondary consideration in this case, I understand that I am also entitled to compensation. I refer you to the case of Vento v Chief Constable of West Yorkshire Police [2003] IRLR 102 (uplifted following 'Da’Bell v National Society for the Prevention of Cruelty to Children 2009') where the Court of Appeal set out guidelines for how much compensation should be awarded in respect of injury to feelings for cases of this nature. I would ask you to make proposals for compensation.

**Next Actions**

Unless I hear from you within the next 21 days I will take action to protect my position because of the limitation period in Equality Act cases which requires that proceedings must be commenced within 6 months of the date of the failures which I have highlighted.

I am happy to engage with you to explore alternative way to resolve this dispute but invite you to bear in mind the time constraints set out above. If I do not hear from you, or if you deny that you are in breach of the Equality Act then I will instruct Solicitors to assist. I am aware that Fry Law are specialists in cases of this nature and offer No Win No Fee assistance and I may approach them for advice.

I look forward to hearing from you.

Yours sincerely

[INSERT your name]