[INSERT your address]

[INSERT Shop 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 shop] 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 had both legs amputated as a child which requires me to use a wheelchair].

**Events Giving Rise to this Complaint**

On [INSERT date of incident] I arrived at [INSERT name of shop] at [INSERT time] to [INSERT why you were there e.g. to do my weekly shop/buy a new jumper]. This particular shop had been chosen [INSERT why you were shopping here e.g. as it is a particular favourite of mine/as this is the only shop that sells this particular brand]. [INSERT what mobility equipment you were using/or if you were accompanied by an assistance dog e.g. I was accompanied by my personal assistant and my assistance dog.]

On arrival at your shop [INSERT description of the obstacles you faced or the discriminatory treatment you encountered and how it made you feel]

1. **EXAMPLE - physical feature**: On arrival at your shop I was faced with a large step. I looked around for a bell to ring to summon assistance but there was nothing visible. In order to gain access my personal assistant had to tip the wheelchair on its back wheels and push me into the shop. This was such a steep step that the wheelchair had to be tilted back at a significant angle making this a particularly unsafe manoeuvre. In addition, it drew greater attention to me and made my feel humiliated and embarrassed.
2. **EXAMPLE - discriminatory treatment**: On arrival at your shop I opened the door and walked in with my guide dog. The shop assistance started shouting at me that I couldn’t bring my dog in. I explained it was a guide dog but they said it was a breach of health and safety and no dogs were allowed in the shop. I felt really upset that I had been treated like this and I now feel anxious going into shops I’ve not been into before.

**The Basis for the Complaint**

In providing facilities for people to shop, 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 not do e.g. an accessible entrance/ or failing to enable me to enter with my guide dog 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** Installation of a ramp at the door entrance. If this is not possible – and I would like to understand why this is not the case – then as an alternative a door bell advising that wheelchair users can ring for assistance and the provision of a portable ramp.
4. EXAMPLE A change in practice so that guide dog owners are able to enter the shop with their guide dog and be served like any other customer.

[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]