[INSERT your address]

[INSERT Theatre/Cinema 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 Theatre/Cinema] 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 am paralysed as a result of a car accident 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 Theatre/Cinema] at [INSERT time] to watch [INSERT film/play/production]. This particular Theatre/Cinema had been chosen [INSERT why you are going here e.g. as it was the only cinema near me showing this film]. [INSERT what mobility equipment you were using/or if you were accompanied by an assistance dog e.g. I was using my powered wheelchair and was accompanied by my personal assistant.]

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

1. **EXAMPLE Step on entry**: On arrival at your Theatre/Cinema 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 go inside and ask where the accessible entrance was. She was told there wasn’t one and several members of staff came out to lift me inside. My powered wheelchair is very heavy and I felt really embarrassed being lifted. In addition, it drew greater attention to me.
2. **EXAMPLE No accessible toilet**: Before the production started I decided to go to the toilet. I couldn’t see an accessible toilet signposted, so I went to ask at the ticket desk. The lady was very embarrassed and told me they didn’t have one. I decided I would have to go across the road to the nearby shopping centre to use their accessible toilet. I was lucky it was still open. When I came back I was made to wait for a gap in the production before I could be let back in and so I missed about 25 minutes. This was very frustrating as I had paid the same for my ticket as everybody else but there was no accessible toilet provided for me. I also found the whole situation very embarrassing as I was late coming into the theatre and everyone was looking at me and tutting as if it was all my fault.
3. **EXAMPLE Discriminatory treatment**: On arrival at the Cinema 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 as I am unable to go anywhere on my own and always have to have someone with me. I was told we would both have to pay full price. I thought this was very unfair as it is not my fault I have to go everywhere with someone else and they didn’t even want to see this film. I also have to pay for two people as my carer is employed by me so I can’t afford to go that often.

**The Basis for the Complaint**

In providing facilities for people to watch films/productions, 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. an accessible entrance/toilet charging my carer and my 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** 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** Installation of an accessible toilet in an area of the Theatre/Cinema that can be accessed by those with mobility impairments.
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]