[INSERT your address]

[INSERT Public Authority address e.g. Police, Government department, Local authority, Prison etc]

[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 of Public Authority] on [INSERT date] to ask you to make your service more accessible to disabled people.

**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 Retinitis Pigmentosa and am registered blind. I have a guide dog to help me get about.

**Events Giving Rise to this Complaint**

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

1. **EXAMPLE - Letters in inaccessible formats:** In spite of requesting all my housing benefit letters to be sent to me in large font you have continued to send them in standard font which I can not read. As well as missing some of the letters as I think they are junk mail I have no idea if I am in arrears which is very stressful. I have tried phoning to have the letters read out to me but I was told it would take too long. This situation is becoming unworkable as I need to know where I stand with my benefit.

**The Basis for the Complaint**

As a public authority exercising a public function under the Equality Act 2010 (“the Act”) you have an obligation to, amongst other things, make reasonable adjustments to the way in which you provide your facilities and services/exercise functions. You are also prohibited from discriminating in other ways in the way in which you provide your service.

In particular, under s. 20 of the Equality Act, as a service provider you have a duty to make reasonable adjustments, including to any “provision, criterion or practice” that puts disabled people at a substantial disadvantage when using the service. You are also required to provide an auxiliary aid or service where its absence would place disabled people at a substantial disadvantage.

In failing to [INSERT what they did or did not do e.g. provide letters in large print 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]

EXAMPLE A change in practice so that I receive my correspondence promptly in an accessible format.

[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]