[INSERT your address]

[INSERT Museum/Art Gallery 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 Museum/Art Gallery] on [INSERT date] to ask you to make your service more accessible to disabled visitors.

**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 an bilateral amputee as a result of septicaemia and use prosthetic legs to get about or a manual wheelchair].

**Events Giving Rise to this Complaint**

On [INSERT date of incident] I arrived at [INSERT name of Museum/Art Gallery] at [INSERT time]. This particular Museum/Art Gallery had been chosen [INSERT why you going here e.g. as it had the latest exhibition of my favourite artist]. [INSERT what mobility equipment you were using/or if you were accompanied by an assistance dog or PA e.g. I was using my powered wheelchair and was accompanied by my personal assistant.]

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

1. **EXAMPLE - Step to enter:** On arrival the Art Gallery I was faced with a large flight of stairs. 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. A member of staff came back outside with her and said I would need to go around the back. To get to this entrance I had to go past all the bins and my personal assistant had to lift bags of rubbish out of the way. The smell was terrible and I did not think this was an acceptable alternative entrance. It made me feel like a second class citizen.
2. **EXAMPLE - No accessible toilet**: Whilst looking around the Museum I decided to go to the toilet. I couldn’t see an accessible toilet signposted, so I went to ask at the entrance. The lady was very embarrassed and told me they didn’t have one. I had no option but to cut my visit short and leave the museum earlier than I had planned. This was very upsetting as I had travelled quite some distance to go here and it ruined my visit.
3. **EXAMPLE Discriminatory treatment**: On arrival at the Art Gallery 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 found this very upsetting as it cost me a lot more than I had budgeted for and so I could not enjoy my visit as much as I would have done or enjoy a trip to the café as I had planned.

**The Basis for the Complaint**

In providing people the opportunity to look around the Museum/Art Gallery, 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** Signpost the accessible entrance at the rear of the building so disabled people know where to go. Move the rubbish bags and bins so this entrance is clear and a pleasant way for people to enter the building.
4. **EXAMPLE** Installation of an accessible toilet in an area of the Museum 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]