[INSERT your address]

[INSERT Train Company Address]

[INSERT date]

Dear Sirs

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

**Disability Discrimination – Equality Act 2010**

I am writing this letter of complaint because of difficulties that I experienced on the train to [INSERT train destination] on the [INSERT date] at [INSERT station name if relevant] to ask you to make your service more accessible to disabled service users.

**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 had Spina Bifida since I was a child which requires me to use wheelchair.

**Events Giving Rise to this Complaint**

I was travelling from [INSERT where you were travelling from and where you were going to e.g. London Liverpool Street to Norwich] on [INSERT date of incident] to [INSERT the purpose of your visit e.g. returning home after a conference in London].

INSERT a brief description of what happened and how it made you feel.

**EXAMPLE** I had booked my assistance 48hours in advance for the ramps to get me on and off the train in London but as I did not know what time I would be returning home to Norwich that evening I was unable to book the ramps for the journey back. However, when I boarded the train in London I was told that a phone call would be made to Norwich station so someone would know to meet me on my return and help me off the train. Just to be sure, when I was on the train I checked again with the conductor looking at the tickets that there would be someone to help me and he reassured me that all was fine. When the train arrived at the station I couldn’t see anyone there to meet me but I wasn’t too worried as I assumed they would be there soon. All the other passengers left and I was waiting on my own for assistance to arrive. I waited and waited and nobody came. I started feeling anxious and scared as the station seemed completely deserted and I wondered when someone would arrive. I had my mobile phone but I wasn’t sure who to ring. In the end I rang my boyfriend and asked him if he could find the station number and ring someone and ask for them to get me off. Eventually he rang me back and said someone would be coming. Almost straight away a lady turned up with the ramps and was very apologetic but said they didn’t know I was there. I have subsequently developed confidence and anxiety issues when using trains on my own.

**The Reasons for making a claim against you**

You are a service provider under the Equality Act 2010 and you have obligations towards disabled people. By not having a procedure in place to get me off the train you have subjected me to discrimination, including failing to make reasonable adjustments to enable me to get off the train.

**Disclosure**

Please provide me with the following information about the incident that I am complaining about

* CCTV footage;
* Any internal and external documentation and/or correspondence relating to the incident;
* Details of any reports completed by the conductor/platform staff relating to this particular incident, and any other similar reports relating to other complaints by wheelchair users.
* Details of any training given to your staff in respect of their obligations under the Equality Act 2010;

**What I Would Like to Achieve by this Complaint**

1. A written apology;
2. **EXAMPLE** Training of all train and platform staff so they are aware of the policy and procedure in assisting wheelchair users off the train.

[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 discrimination which I have set out above.

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 me. I am aware that Fry Law are specialists in cases of this nature and offer No Win No Fee assistance and I am likely to approach them for advice.

I look forward to hearing from you.

Yours sincerely

[INSERT your name]