Direct Discrimination Complaint – Services – Letter

*Your address*

*Date*

*Organisation’s Name  
Organisation’s Address*

Dear (*Insert the name of the person you are writing to*)

**Subject: *Enter the title of your letter/what it is about***

Please accept this letter as a formal complaint of direct discrimination which occurred at (*name of organisation*)

*Describe what has happened and the impact it has had on you. Explain the less favourable treatment you have been subjected to and why you believe it is because of your protected characteristic. Be clear and concise)*

*(Include information about who you have spoken with previously, their name, job title and date when you spoke to this person to resolve the matter.*

The Equality Act 2017 states that it is unlawful to directly discriminate against a person who is accessing your service by treating them less favourably because of their (*state your protected characteristic, i.e. race, sex, sexual orientation)*

I would like you to investigate my complaint with a view to resolving the issue I have raised and look forward to receiving your response within 28 days of receiving this letter.

Yours *sincerely/faithfully*

*Your name*