Indirect Discrimination Complaint - Services – Letter

*Your address*

*Date*

*Organisations Name  
Organisations Address*

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

**Subject: *Say what your letter is about***

Please accept this letter as a formal complaint of indirect discrimination at (*name of organisation).*

*(Full details of the case, what has happened and the impact on you. Clearly identify the policy or practice (applied to everyone) that is causing a disadvantage to you and how it would cause disadvantage to others who share your protected characteristic).*

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

The Equality Act 2017 (‘the Act’) states I am protected against unlawful discrimination by you as a service provider because of my (*protected characteristic, e.g., race, disability, sex etc.)*

Indirect discrimination is defined by the Act as a provision, criterion or practice which is discriminatory in relation to my (*enter your protected characteristic*). In this context, a provision, criterion or practice is discriminatory if:

* the provision, criterion or practice is applied neutrally to all employees;
* persons who share my protected characteristic of (*enter your protected characteristic)* are placed at a particular disadvantage, compared to persons who do not share my protected characteristic;
* the provision, criterion or practice places me at a personal disadvantage; and
* It cannot be objectively justified.

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*