

Indirect 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: Say what your letter is about

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

(Describe what has happened and the impact it has had 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