

Discrimination arising from disability & reasonable adjustment– Services

*Your Address*

*Enter name of organisation*

*Enter organisation's address*

*Date:*

Dear *Name of the person you are writing to,*

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

Please accept this letter as a formal complaint of discrimination arising from disability and a failure to make a reasonable adjustment by (*name of organisation*).

*(Enter full details of the case and the impact on you.*

*Describe what has happened (unfavourable treatment) and explain why you feel this is a consequence of your disability. Include details of your disability and any reasonable adjustments you feel they should have made. Be clear and concise.)*

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

The Equality Act 2017 (the Act) states I am protected against unlawful discrimination by you as a service provider because of my (*state disability*).

Discrimination arising from disability is defined in the Act as:

- Unfavourable treatment, because of something arising in consequence of that person's disability, and
- It cannot be shown that the treatment is a proportionate means of achieving a legitimate aim ('objective justification').

The way in which I was treated cannot be objectively justified as reasonable adjustments were not put in place for me.

Under the Equality Act 2017, as a service provider, not only do you have a duty to make reasonable adjustments for an individual who is at a substantial disadvantage at that time due to their disability, you also have to take positive steps to ensure that you anticipate the needs of potential disabled customers before they access your service.

It may be that you:

- Change a provision, criterion or practice
- Change a physical feature, and/or
- Provide an auxiliary aid.

If it is reasonable for you the service provider to make an adjustment then it must be made. A failure to comply with this duty could be unlawful under the Equality Act 2017.

The adjustment which I consider that you have failed to make is *(state the reasonable adjustment which require)*

I would like you to respond to me in writing within 28 days from receipt of this letter with a view to resolving my complaint. In your response I would also like you to explain why you failed to make the reasonable adjustments.

Yours *sincerely/faithfully (Delete as appropriate),*

*Your name*