

Premises – Failure to make a reasonable adjustment

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

I would like you to accept this letter as a formal complaint for a failure to make a reasonable adjustment.

Describe what has happened and how you are at a substantial disadvantage because of your disability. (Give the facts of the case being specific and clear)

I believe the (*explain the policy/practice etc., and how it is causing the disadvantage*) places me as a disabled person at a substantial disadvantage when compared to a non-disabled person.

As the controller of the *premises/landlord* under the Equality Act 2017 you have a duty to make reasonable adjustments to a provision, criteria or practice of/lack of the provision of an auxiliary aid or service which places as person at a substantial disadvantage due to their disability. A failure to make a reasonable adjustment is unlawful and amounts to discrimination.

I believe you have failed to make an adjustment by (*explain what adjustment can be made and how it would help with your disability and how they failed to make the adjustment i.e. a temporary ramp for access to the premises due to mobility issues and by not having this ramp it is difficult for you to access the property*).

Please provide information in writing as to why you have been unable to make the adjustments.

I look forward to receiving your response in writing within the next 28 days from receipt of this letter.

Yours *sincerely/faithfully*

Your name