**Discrimination arising from disability and reasonable adjustment– Services – PLEASE DELETE**

Your Address

Enter name of organisation

Enter organisations address

**Date**: (Enter 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) on (enter date it happened).

**See Template Letter Guidance for information on what to include in this section.**

(Give full details of the case and the impact on you. Detail what has happened (unfavourable treatment) and explain why the reason 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 and if possible include their name, job title and the date when you spoke to this person to resolve this issue).

The Equality Act 2010 (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 2010, 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 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 2010.

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

I would like you to respond to me in writing within 14 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)