**Information was not provided in easy-read or another alternative format – service providers**

To: Name of the company which provided the service

Address

Also by email

From: your name

Your Address:

Your phone:

Email

Date:

Dear Company’s name

**Re: Complaint about disability discrimination – the Equality Act 2010**

I am writing this letter of complaint because of difficulties that I had when using your service. I would like you to make your service more accessible to me and other Disabled people, who need information in alternative formats. I believe you are in breach of the Equality Act 2010. This letter explains what went wrong and what I want you to do to make things right.

**I am a Disabled person under the Equality Act 2010**

I am a Disabled person within the meaning of Section 6 of the Equality Act 2010.

[Describe your impairment and the impact it has on you. For example: I am a person with learning difficulties. As a person with learning difficulties I need support to understand information. Additional efforts should be made to explain things to me in simple words and printed information should be in easy read format.]

**The issue I am complaining about**

[Give details of what happened, and how you tried to use the service, with date, time, place. For example: I wanted to start using your services. I (or my support worker) spoke to your customer service team on the phone and explained that I have learning difficulties and need a copy of my contract with you in easy read format.]

[Describe what exactly went wrong. For example: I was told this was not available. As said above, I need written information to be in simple words with pictures, otherwise I cannot understand it fully. You did not provide this to me and as a result I could not understand the contract I signed with you.]

[Describe the impact this had on you, including being unable to access a service, not understanding what is going on, feeling humiliated, any physical or financial impact, were your choices restricted. For example: As said above, I need written information to be in simple words with pictures, otherwise I cannot understand it fully. You did not provide this to me and as a result I could not understand the contract I signed with you. I feel angry and as if I’m a second class citizen. I am still not sure if I have got the deal I wanted.]

[Describe the alternative format or communication support you need. For example:Written information in an ‘easy read’ format when straightforward words and phrases are used supported by pictures, diagrams, symbols and / or photographs to aid understanding and to illustrate the text. You can find more information about easy read format here <http://www.easy-read-online.co.uk/media/10612/comm%20basic%20guidelines%20for%20people%20who%20commission%20easy%20read%20info.pdf>.]

**How you breached the Equality Act 2010**

You are a service provider under Section 29 of the Equality Act 2010. Section 15 of the Equality Act says you must not discriminate against Disabled people because of something arising as a consequence of their disability.

Section 20 of the Equality Act 2010 requires you to take such steps as it is reasonable to ensure Disabled people like me can access your services like everybody else. Those steps should include: changing policies or the way you provide your service, altering a physical feature or providing an auxiliary aid or service. Information in alternative format is an auxiliary service.

Section 20(6) of the Equality Act 2010 says that when, in order to use or access service like everybody else, a Disabled person needs information in alternative formats, the steps that it is reasonable to take include ensuring that information is provided in the alternative format.

[Please delete as appropriate:

I made it clear to you that in order to have same choices as everybody else, I need information in easy read. This has not been provided and as a result my choices are restricted

or

I could not access your service. Therefore you have discriminated against me by failing to make reasonable adjustment to enable me to access your services.]

**Obtaining information**

Please provide me with the following information about the incident that I am complaining about

* Audio recordings of the phone calls I made from \_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_\_.
* Any letters or emails relating to the incident;
* Details of any policies you have in respect of provision of information in alternative formats.

**What I Would Like to Achieve by this Complaint**

1. A written apology;
2. A change in the way you run your service ensuring Disabled people who need information in alternative formats are provided with it without delay.
3. A commitment from you to train your staff in Disability Equality and their duties under the Equality Act.
4. A compensation for the discrimination and injury to feelings that I experienced.

**Next Actions**

I very much hope we can resolve this matter amicably. I look forward to hearing from you within the next 21 days. If you believe you have not breached the Equality Act 2010, please give your reasons.

I am happy to discuss with you how we can resolve this dispute. However, if I do not hear from you, or if you deny that you are in breach of the Equality Act then I will consider taking legal action against you.

Yours sincerely