**No information in accessible formats or communication support when dealing with NHS or social care providers.**

To: Name of the GP practice, hospital trust or other NHS body

Address

Also by email

From: your name

Your address:

You phone:

Email

Date:

Dear (organisation’s name)

**Re: complaint about Disability Discrimination:**

This is a letter of complaint, I would like it to be registered and investigated under your complaints procedure.

I am writing this letter to complain about the discrimination I experienced as a Disabled person and your failure to comply with the NHS Accessible Information Standard.

**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’m a person with learning difficulties, I ned support to read and understand complex information. I need all written information to be in easy read format.

**Describe the alternative format or communication support you need**

Written information in an ‘easy read’ format is when straightforward words and phrases are used supported by pictures, diagrams, symbols and / or photographs to aid understanding and to illustrate the text.

**The issue I am complaining about**

Give details of what happened with date, time, place.

For example: on the X date I attended an appointment with Doctor X where he recommended surgery. I was then given different leaflets explaining what this surgery is about, the risks and what I will have to do after the surgery has taken place. I asked if I could have this information in easy read format.

Describe what exactly went wrong, for example:

I was told that information in easy-read was not available. I needed this information to understand what would happen to me, what the risks are, what I need to do afterwards.

Describe the impact this had on you, such as, not understanding what is going on, not being able to make an informed decision, not having all information, wasting time, feeling humiliated or upset, any physical or emotional impact.

For example,

I felt distressed and angry. I was not given support to understand what will be done to my body and what the risks are. It made me anxious. I wasn’t given the same opportunity to make informed choices like everybody else.

Describe whether this situation happens regularly.

**The law and how it applies to my case**

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 are not put at a disadvantage. Those steps should include: changing policies or the way you work, altering a physical feature or providing an auxiliary aid or service. Information in an alternative format or communication support, such as a BSL interpreter is an auxiliary service.

[The NHS Accessible Information Standard](https://www.england.nhs.uk/ourwork/accessibleinfo/) says you should find out if I need information in alternative format, record this and take steps to provide it in a format I need.

Use this paragraph if you needed information in easy read to help you make a decision

The Mental Capacity Act says I should be supported to make decisions. This includes you thinking whether information could be provided in a different way. Chapter 3 of the Mental Capacity Act [Code of Practice](http://webarchive.nationalarchives.gov.uk/+/http://www.dca.gov.uk/legal-policy/mental-capacity/mca-cp.pdf) explains how this should be done.

By failing to provide information in the format I need or communication support that I need you discriminated against me. You did not comply with the NHS Accessible Information Standard and you did not take steps to enable me to take informed decisions about what happens with my body.

**Obtaining information**

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

* Any letters or emails relating to the incident, including report from staff;
* The information that is recorded on my file about my access needs;
* Details of any policies you have in respect of the provision of information in accessible formats.

**What I would like to achieve by this complaint**

1. A written apology;
2. Information sent to me in the format I need by X date;
3. A commitment from you to change your policies and the way you work ensuring Disabled people like me who need communication support or information in alternative formats can get it without delay;
4. A commitment from you to train your staff in Disability Equality and their duties under the Equality Act and The NHS Accessible Information Standard;.
5. Compensation for the discrimination and injury to feelings that I experienced.

**Next Steps**

I very much hope we can resolve this matter amicably. I look forward to hearing from you within the next 21 days.

I am happy to engage with you to explore alternative way to 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 take legal advice and consider what further options I have to ensure you comply with your legal duties.

Yours sincerely

(your name)