Complaint letter: **Accessible toilet is locked**

To: Name of the company which provides a 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. 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 have a spinal injury and I use electric wheelchair to move around.]

**The issue I am complaining about**

[Give details of what happened, with date, time, and place. For example: on X date at approximately X time I visited your restaurant at X address]

[Describe what exactly went wrong. For example: I needed to use the toilet, but the accessible toilet was locked. I asked a member of staff to open it, but was told that it was not possible as it was not in use.]

[Describe the impact this had on you, including being unable to access a service, feeling humiliated, any physical or financial impact, were your choices restricted?

For example: as a result I had to rush quickly to frantically search for an accessible toilet, it was physically painful, extremely inconvenient, stressful and most importantly humiliating.]

**How you breached the Equality Act 2010**

You are a service provider under Section 29 of the Equality Act 2010. 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, practices or the way you provide your service, altering a physical feature or providing an auxiliary aid or service. Although there was an accessible toilet, which would have enabled me to use your service like everybody else, it did not work and I was disadvantaged as a result. I do not see how it can be reasonable for you to use the accessible toilet for any other purpose or to lock it. You would not do so with other toilet facilities.

Section 15 of the Equality Act makes it unlawful for you to treat Disabled people unfavourably because of something arising as a consequence of Disability. As a consequence of Disability, I can only use an accessible toilet. Your practice of locking your accessible toilet and using it for other purposes has put me at a disadvantage. I do not see how this practice could be objectively justified.

By failing to ensure the accessible toilet is working properly and is available for your Disabled customers to use, you have discriminated against me.

**Obtaining information**

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

CCTV footage of me taken on the day [insert date and time and describe how you look].

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

1. A written apology;
2. A change in your practice, ensuring accessible toilet is not used for any other purposes and is open for your Disabled customers to use;
3. 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 other possible ways 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 consider taking legal action against you.

Yours sincerely