**Complaint letter  
Audio visual announcements or a ramp did not work on a bus**

To: [Bus company’s name or Transport for London if a problem occurred on a London bus]  
Bus company’s address  
Bus company’s email address

From: your name  
Address: your address  
Phone: your phone number  
Email: your email address

[Date]

Dear [Bus company’s name or Transport for London]

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

**N bus, from the X stop to the Y stop on insert date.**

I would like you to make your service more accessible to myself and other Disabled people who travel by bus. I believe you did not comply with your duties under the Equality Act 2010. This letter explains what went wrong and what I want as an outcome of my complaint.

**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 condition and its impact on your ability to travel. For example: “I’m a wheelchair user, and I am unable to get on or off the bus without a ramp and I can only travel in a wheelchair space.”]

**The issue I am complaining about**

[Give details of your journey or journeys. For example: “On [X date] at approximately [X time], I attempted to get on the [N] bus] at the [X stop]”]

[Describe what went wrong. For example: “The driver clearly saw me at a bus stop, but did not operate the ramp” or “I missed my stop, because audio- visual announcements were switched off and the driver did not tell me when my stop was”]

[Describe the impact this had on you. This can include inconvenience, being late, physical impact, feeling humiliated. For example: “This was very inconvenient, it left me feeling humiliated, and I had to wait in the cold for half an hour. As a result not only I was late for my meeting, the difficulties with my journey affected my (insert physical or mental health condition). I felt humiliated and angry and now I feel less confident using public transport.”]

[Describe whether this situation happens regularly and how it makes you feel. For example: “I have difficulties traveling by bus almost every day. I feel like a second class citizen as I can never rely on public transport to get me to where I need to be on time.”]

**How you breached the Equality Act 2010**

You are a service provider under Section 29 of the Equality Act 2010, which requires you to make reasonable adjustments to ensure Disabled people can access your service. Section 20 of the Equality Act 2010 requires you to take such steps as it is reasonable to have to take to avoid the disadvantage Disabled people like me experience when trying to access your services. Those steps should include: changing your policies or the way a service is provided, altering a physical feature or providing an auxiliary aid.

I refer you to the Statutory Code of Practice, issued by the Equality and Human Rights Commission under the Equality Act, which says at para 7.46:

*“Service providers should ensure that any auxiliary aids they provide are properly maintained. It would also be advisable to have in place contingency arrangements in case of an unexpected failure of an auxiliary aid. A failure to ensure the auxiliary aid is in operation may constitute a failure to make an adjustment.”*

In my case the aid that was there to help me to travel like everybody else, was not operated or was not working and the driver did not take any action to remedy this. I believe this means you are in breach of your duty to make reasonable adjustments under the Equality Act 2010.

**Obtaining information**

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

* CCTV footage; Describe how you look or attach a photo
* Any letters, emails or reports relating to the incident, including any report from the driver, any reports explaining why the aid I needed was not working and the log of any actions taken to fix it.
* Details of any policies you have in respect of the use of ramps or audio-visual announcements and procedures that must be followed when those aids are not working.

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

1. A written apology;
2. An agreement from you to train all of your drivers about Disability Equality, their duties under the Equality Act.
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 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 consider taking legal action against you.

Yours sincerely