**Complaint letter**

**Unable to get on a bus because the bus did not stop for me or the bus pulled up too far or in a way which prevented me from getting on**

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

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

I am writing this letter of complaint because of difficulties that I experienced getting on the [N] bus at the [X 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 would like 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 on your ability to travel. For example: “I’m a blind or visually impaired person. I do not see bus numbers and often rely on other people to guide me to the front door of the bus.”]

**The issue I am complaining about**

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

[Describe what went wrong. For example: “The driver clearly saw me at a bus stop, but did not stop the bus” or “The driver stopped the bus far from the bus stop, and I did not see it and therefore could not get on.”]

[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. For example: this is not the first time I have been unable to get on this bus service.]

**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 have to take to avoid the disadvantage Disabled people like me experience when trying to access your services. Those steps should include: changing policies or the way you provide your service, altering a physical feature or providing an auxiliary aid.

It was evident to the driver that I am a Disabled person and that I wanted to get on the bus. I believe I was discriminated against because of something arising as a consequence of my disability:

1. The bus did not stop for me
2. I could not see the bus because it stopped too far from a bus stop.

There was no good reason for this, because the bus stop was free.

**Obtaining information**

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

* CCTV footage of me taken on [X date]; [Describe how you look or attach a photo]
* Details of any policies you have in respect of delivering services to Disabled people.

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

* A written apology;
* An agreement from you to train all of your drivers about Disability Equality, their duties under the Equality Act;
* Compensation for the discrimination and injury to feelings that I experienced any financial losses I have suffered as a result of the discrimination outlined above..

**Next steps**

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 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