**Letter before action  
Audio-visual announcements or ramp not working 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 / Transport for London]

**Re: Letter before action for Disability Discrimination – the Equality Act 2010**

I am writing this letter in accordance with the pre-action protocol of Civil Procedure Rules.

I am a Disabled person and you have discriminated against me.

This is unlawful and you have to take steps to put things right. If you do not take these steps, I will take legal action and ask the court to order you to put things right. In this letter I will set out the events giving rise to this claim and the law.

**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 can only travel in a wheelchair space]

**Events giving rise to this claim**

[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]

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

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 you provide your service, altering a physical feature or providing an auxiliary aid.

The Statutory Code of Practice, issued by the Equality and Human Rights Commission, which at para 7.46 says:

*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**

The Civil Procedure Rules that the court follows in cases like this say that you (the proposed opponent) should provide relevant information and documents reasonably requested by someone in my situation. Please therefore 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
* Any internal and external letters, emails or reports relating to the incident, including any reports 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 you need to do to put things right**

I expect you to do all the things I would achieve if I took a case to court, including the following:

* An open acknowledgement that you have discriminated against me;
* A commitment from you to change your policy and the way you provide your service to ensure this does not happen to me or other Disabled people using your service again;
* A commitment from you to deliver training to your staff about the Equality Act and the duty to make reasonable adjustments for Disabled people.
* Compensation for injury to feelings and my financial losses arising from the discrimination.

**Next steps**

Please acknowledge the receipt of this letter by email. 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 ways to resolve this dispute rather than going to court. However, if I do not hear from you, or if you deny that you are in breach of the Equality Act then I will issue proceedings in the county court to against you. You could then become liable for my legal costs as well as the compensation I am seeking outlined above.

Yours sincerely