**Letter before action:**

**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]  
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]

**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 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.]

**Events giving rise to this claim**

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

[Describe what exactly 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, therefore I could not get in”]

[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. 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 your 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.

[Describe what you did to show you wanted to get on the bus. For example: “I stood at a bus stop, I had my white cane. This is the only bus that stops at this stop.”]

I believe I was discriminated against because of something arising as a consequence of my disability:

A. The bus did not stop for me.

B. I could not see the bus because it stopped too far from a bus stop, therefore I missed it as a result.

This discrimination can only be justified as a proportionate means of achieving a legitimate aim.

[Explain why you think there is no good reason to justify what happened. For example: “The space at the stop was free or the driver could have waited and pulled up at the bus stop.”]

There is no objective justification for what has happened.

**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 documentation and/or letters and emails relating to the incident, including any reports from the driver;
* Details of any policies you have in respect of delivering service to Disabled people.

**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 to change your policy and provision to ensure this does not happen to me or other Disabled people using your services again
* 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 other 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 against you. You could then become liable for my legal costs as well as the compensation I am seeking outlined above.

Yours sincerely