**Letter before action  
Unable to get on a bus, wheelchair space was occupied**

To: [Bus company’s name]   
Address  
Also by email

From: your name  
Your address:  
Your phone:  
Email

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 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/journeys, for example: “On [X date] at approximately [X time], I attempted to get on the [X bus number] bus at [X stop].”]

[Describe what exactly went wrong. For example: ”I was unable to get on the bus, because there was a buggy in a wheelchair space. The driver did not do anything to help free this space.”]

[Describe the impact this had on you, including 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.]

**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 a provision, criterion or practice, altering a physical feature or providing an auxiliary aid.

In 2017 in the case of [Paulley v FirstGroup PLC](https://www.supremecourt.uk/cases/uksc-2015-0025.html) the Supreme Court has decided that it would be reasonable for a driver not only to ask other passengers to free up a wheelchair space, but also to take further steps to persuade them, which could include rephrasing the request as a requirement or refusing to drive on for some time.

The driver in my case did not take those steps. This means I was subjected to discrimination contrary to the Equality Act. You are responsible for your driver’s actions under the Equality Act because you employ them.

**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: [Describe how you look or attach a photo];
* Any internal and external letters of emails relating to the incident, including any reports from the driver;
* Details of any policies you have in respect of the use of a wheelchair space on the bus.

**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 situation does not happen to me or other Disabled people using your service again;
* A commitment to deliver training to your staff about the Equality Act and the Paulley judgment in particular;
* Compensation for injury to feelings any financial losses I have suffered as a result of the discrimination outlined above.

**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 receiving a full response to this letter 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 against you. You could then become liable for my legal costs as well as the compensation I am seeking outlined above.

Yours sincerely