**Complaint letter  
Taxi driver refuses to take or provide assistance to a wheelchair user or a mobility scooter user**

To: [Your local authority or Transport for London or the name of the minicab company]   
Their address  
Also by email

From: Your name  
Your Address  
Your Phone  
Email

[Date]

Dear [Your local authority or Transport for London or the name of the minicab company]

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

I am writing this letter of complaint because of difficulties that I experienced travelling by taxi from [X location] on [insert date]. I would like you to make your service more accessible to me and other Disabled people who use taxis. I believe I was discriminated against. 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 have difficulties walking and have to use a mobility scooter.]

**The issue I am complaining about**

[Give details of what happened. For example: “On [X date] I was trying to take a taxi from [X place] at approximately [X time]” or “I used your app to call a minicab on [X date] at [X time] to go from [A] to [B]. I indicated on the app that I need a wheelchair accessible taxi.”]

[Describe what went wrong. For example: “The driver refused to let me in because I use a mobility scooter”]

[Describe the impact this had on you. This can include inconvenience, feeling humiliated, any physical impact, like being made to wait in the cold, any financial impact, were you late for an important meeting etc.

For example: “As a result I had to approach other taxies, which was not easy for me to do. I felt humiliated and more like a second class citizen. I am now less confident approaching taxies and feel anxious about travelling”.

or

“I was unable to travel, I had to call another taxi and had to wait X minutes for it. Not only I was late for my meeting, I also felt humiliated and angry.”]

[Describe whether this situation happens regularly]

**How the Equality Act 2010 has been breached in my case**

You are a service provider under Section 29 of the Equality Act 2010. Section 15 of the Equality Act says service providers must not discriminate against Disabled people because of something arising as a consequence of their disability.

Section 20 of the Equality Act 2010 requires service providers to take such steps as it is reasonable to have to take to ensure Disabled people like me can access and use 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 clear to the driver that I am a Disabled person and that I use mobility scooter because of that. I believe I was discriminated against because of something arising as a consequence of my disability: the fact that I have to use a mobility scooter.

The Equality Act says this can only be lawful if the service provider can demonstrate it is a proportionate means of achieving a legitimate aim. The driver did not give me any legitimate reason why I could not get in the taxi. I therefore believe this denial of service cannot be justified.

The Equality Act requires you to make adjustment for Disabled people, including those who use mobility scooters. I believe it would be reasonable for you to send a vehicle that I could travel on.

**Obtaining Information**

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

* Licencing agreement with the driver
* Details of any policies or rules you have about the travel of Disabled people who use mobility scooters or electric wheelchairs.

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

1. A written apology;
2. a commitment from you to change the way you provide service to Disabled people who use mobility scooters or electric wheelchairs;
3. or if a complaint is to a local authority: an action taken against the driver;
4. compensation for the discrimination and injury to feelings that I experienced.

**Next Steps**

I very much hope we can resolve this matter. 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 discuss with you 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

[Your name]