**Complaint Letter: Failure to provide reasonable adjustments**

To: Complaints Department

[Police force name]

[Police force address]

From: [Your name]

[Your address]

[Your preferred way of contacting you]

[Date]

Dear Sir or Madam

**Complaint against [name of police force]**

**Failure to make reasonable adjustments**

I write to complain about my recent treatment by **your officer(s)/ force on** [date] and the failure to make reasonable adjustments for me.

I am a disabled person under the Equality Act 2010 within the meaning of Section 6 of the Equality Act 2010. I have [describe your impairment; any access and safety needs that you have when reporting crime] which means [describe the impact of your condition on your ability to travel, use services, interact with others, interact with the environment].

**The issue I am complaining about**

* **[Give details of the reason for your interaction with the police]**

For example: On [date] I arrived at [name of police station] to [report a crime/give my victim’s personal statement/give witness evidence/be interviewed].

* **[Give details of how and when you communicated that you are a Deaf or Disabled person to the police]**

For example: I explained to [Officer X] as soon as was practicable that I am a Deaf / Disabled person and the implications of my impairment]

* **[Describe what went wrong]**

For example: [I was unable to enter the building/I was unable to enter the interviewing room/ I was separated from my guide dog/I was not provided with an appropriate adult/I was not provided with a sign language interpreter/I was not provided with adequate seating and was forced to stand for long periods]

* **Describe how and when you communicated to the officers how the above was unsatisfactory.**

For example: [I explained to [Officer X] that the situation I was in was not suitable / that I would need assistance/an appropriate adult].

* **Describe response from the officer(s)**

For example: [Officer X did not take my requests seriously and the interview went ahead / Officer X said they will provide adjustments but then did not follow up on this].

* **Describe the impact this had on you, including any inconvenience caused, feelings of humiliation, any physical impacts, financial impacts, or rolling effects (e.g. being late for a later engagement).**

For example: [As a result of the above, I could not effectively give my statement / I had to stand out in the cold/ My condition has worsened through excessive standing / I felt humiliated and undermined.]

* **Describe whether this has happened before. Was the same police force responsible? Was the same police officer(s) responsible?**

For example: [My confidence in your police force, as well as my sense of safety and security has been diminished through this experience. I expect to be supported by the police as opposed to being further victimised.]

**What I would like to achieve by this complaint** [delete and/or add as appropriate)

1. The officer(s) in question disciplined
2. The officer(s) in questions to be subject to an criminal investigation
3. A written apology
4. A commitment from you to train your officers and staff on disability discrimination
5. A commitment from you to redesign your polices surrounding the treatment of disabled people
6. Reasonable adjustments be made to your buildings

**Next steps**

This is a complaint regarding discrimination. The IOPC Discrimination Guidelines that apply here make it clear that allegations of discrimination are not normally suitable for local resolution. This is because an allegation of discrimination, if proven, will very likely result is disciplinary proceedings. Therefore I trust that this complaint will be referred to the IOPC.

I very much hope we can resolve this matter quickly and without the need for legal representation. I look forward to hearing from you soon, and at the very latest within your 15 day statutory response time.

I am happy to speak to the officer investigating this complaint in person. Were this to happen, I trust that reasonable adjustments would be made to facilitate this.

If you have any further queries about this complaint, or require any further details, please do not hesitate to get in touch.

Yours sincerely