

(Education – Failure to make a reasonable adjustment and discrimination arising from disability) PLEASE DELETE

Your address

Insert Education Provider's name

Insert Address

Insert Date

Dear Enter the name of the person you are writing to,

Subject: (say what your letter is about)

Please accept this letter as a formal complaint of discrimination arising from disability at (enter the name of the college or university).

- (Describe what has happened i.e. the lack of support and the impact it has had on you. Explain the unfavourable treatment. Give the facts of the case, being specific and clear).
- (State how the unfavourable treatment affected you and explain the reason why you were treated this way is because of something arising in consequence of your disability).
- I believe the (state the provision, criteria or practice of/lack of the provision of an auxiliary aid or service) places me as a disabled person at a substantial disadvantage when compared to a non-disabled person.

The Equality Act 2010, under discrimination arising from disability places a duty on the (college or university) to ensure they do not treat someone unfavourably because of something arising in consequence of their disability and they cannot show that the treatment is a proportionate means of achieving a legitimate aim. If you had made reasonable adjustments of (detail the adjustment that could have been made) I would have not been at a substantial disadvantage.

As a (college or university) under the Act you have a duty to make reasonable adjustments for an individual who is at a substantial disadvantage due to their disability.

I have tried to resolve the matter informally (explain how you have tried to resolve the issue and who you spoke to) but I have not received a satisfactory outcome. I am making a formal complaint and I would like an explanation as to why I was treated in this way. In your response please let me know of your plans to rectify this situation and how you intend to prevent this from happening again. Also please provide information in writing as to why you have been unable to make the adjustments.

I look forward to receiving your response in writing within the next 28 days from receipt of this letter.

Yours sincerely/faithfully (Delete as appropriate)

(Your name)