

[INSERT your address]

[INSERT Bus Company Address]

[INSERT date]

Dear Sirs

**Re: Claim for Reasonable Adjustments and Compensation
Disability Discrimination – Equality Act 2010**

I am writing this letter of complaint because of difficulties that I experienced on the [INSERT bus number] on the [INSERT date] at [INSERT bus stop name if known] to ask you to make your service more accessible to disabled service users.

Information about my Disability

I am a disabled person within the meaning of section 6 of the Equality Act 2010. [INSERT brief description of your disability and how it impacts your life e.g. I have had Spina Bifida since I was a child which requires me to use wheelchair.

Events Giving Rise to this Complaint

I was travelling from [INSERT where you were travelling from and where you were going to e.g. Wetherby to Leeds] on [INSERT date of incident] to [INSERT the purpose of your visit e.g. meet my parents for the day].

[INSERT a brief description of what happened and how it made you feel.

EXAMPLE I waited for the number 1A bus at Stand C at 9.40am. When the bus pulled into the station I saw that there was already a pushchair in the wheelchair space. I expected the driver to ask the lady to move and fold her pushchair but he did nothing. I was told that I would not be able to board. I was left at the bus stand feeling angry, upset and frustrated. My journey was delayed, and I went on to miss the train which I had booked for a day trip to visit my parents. I was over an hour and a half late, and the difficulties with my journey affected my physical and mental health. I have subsequently developed confidence and anxiety issues when using public transport.

The Reasons for making a claim against you

You are a service provider under the Equality Act 2010 and you have obligations towards disabled people. In refusing to let me board your bus you have subjected me to discrimination, including failing to make reasonable adjustments to enable me to get on to the bus.

Disclosure

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

- CCTV footage;
- Any internal and external documentation and/or correspondence relating to the incident;
- Details of any reports completed by the driver relating to this particular incident, and any other similar reports relating to other complaints by wheelchair users.
- Details of any training given to your staff in respect of their obligations under the Equality Act 2010; and
- Details of any policies you have in respect of allowing disabled service users access to your vehicles.

What I Would Like to Achieve by this Complaint

1. A written apology;
2. Training of all drivers so they are aware of the [INSERT bus company] conditions of carriage with regards to asking pushchairs to be folded when a wheelchair user needs to board.

[If you are also seeking compensation as well as a change of practice INSERT this paragraph]

I should also add that although a secondary consideration in this case, I understand that I am also entitled to compensation. I refer you to the case of *Vento v Chief Constable of West Yorkshire Police* [2003] IRLR 102 (uplifted following *'Da'Bell v National Society for the Prevention of Cruelty to Children* 2009') where the Court of Appeal set out guidelines for how much compensation should be awarded in respect of injury to feelings for cases of this nature. I would ask you to make proposals for compensation.

Next Actions

Unless I hear from you within the next 21 days I will take action to protect my position because of the limitation period in Equality Act cases which requires that proceedings must be commenced within 6 months of the date of the discrimination which I have set out above.

I am happy to engage with you to explore alternative way to resolve this dispute, but invite you to bear in mind the time constraints set out above. If I do not hear from you, or if you deny that you are in breach of the Equality Act then I will instruct Solicitors to assist me. I am aware that Fry Law are specialists in cases of this nature and offer No Win No Fee assistance and I am likely to approach them for advice.

I look forward to hearing from you.

Yours sincerely

[INSERT your name]