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[Your Name]

[Your Address]

[Your email address/phone number if relevant]

[Date]

[Name of Business]

[Their Address]

Dear [Name of Business]

Please accept this letter as a formal complaint regarding disability discrimination.

Events giving rise to this complaint

[Explain what happened, include the date and time of the incident, staff members name if known and any other relevant information.]

Impact

[Explain how the incident impacted you. Did it stop you from doing something e.g. purchasing something you needed, getting to a certain destination, did it make you feel scared, frustrated, anxious, depressed, embarrassed, humiliated, did it affect your physical health etc?]

The law and how it applies to my situation

You are a service provider under Section 29 of the Equality Act.

Section 15 of the Equality Act states service providers must not discriminate against Disabled people because of something arising as a consequence of their disability.

It was clear to staff that I am a Disabled person and that I had an Assistance Dog. My dog wears a [jacket/harness/lead slip] which indicates clearly that they are an Assistance Dog. I believe I was discriminated against because of something arising as a consequence of my disability - my Assistance Dog.

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 (objective justification). I do not believe that [name of business] can objectively justify their decision to ask me to leave, and would ask that in your response you detail exactly why you believe this action was justifiable.

Next Steps

In order to put this right, I expect:

- an acknowledgement that you have discriminated against me;
- a commitment from you to change the way you provide your service to ensure this does not happen to me or other Disabled people again;
- Costs of £XX [you can include any costs you incurred as a result of the discrimination, for example the cost of a taxi if you were refused access to a bus];
- [Anything else you feel is applicable to your situation].

Please acknowledge receipt of this letter. I look forward to receiving your response within 14 days.

Yours sincerely,

[Your Name]