Organisations Name:

Organisations Address:

Complaints’s Name:

Complainant’s Address:

Date of discriminatory act:

Dear (XXX)

Please accept this letter as a formal complaint of a failure to make a reasonable adjustment in accordance with (Section 6) and (Section 21) of the Equality Act 2010.

The Equality Act 2010 states I am protected against unlawful discrimination by you as a service provider because of my disability/medical exemption.

Under the Act, as a service provider, not only do you have a duty to make reasonable adjustments for an individual who is at a substantial disadvantage due to their disability/medical exemption, you also have to take positive steps to ensure that you anticipate the needs of potential disabled customers before they access your service.

You may have to consider one or more of the following:

• A change to a provision, criterion or practice

• A change to a physical feature, and/or

• Providing an auxiliary aid.

If it is reasonable for the service provider to make an adjustment then it must be made.

The reasonable adjustment which I consider that you have failed to make is not allowing for a medical exemption under (Sec 6), (Sec 21) of the Equality Act 2010 with regards to the wearing of a face covering on your premises.

This will be regarded as ‘strict liability’ in law meaning there will be no defence for the action of not making this reasonable adjustment in light of the disability/medical exemption prescribed in (Sec 6),(Sec 21) of the Equality Act 2010 and also protected under government guidelines.

I am also under no obligation at all to divulge my private medical issues or prove in any way I have an exemption (Data Protection Act 1998) also 28/05/2018 GDPR.

I would like you to respond to me in writing within 28 days of receipt of this letter with a view to resolving my complaint. In your response I would like you to explain why you failed to make the reasonable adjustment in the first place.

Yours sincerely