

The name and address of the person you are writing to

Your name and address

To:

Susan Booker
Complaints
Manager
Anytown PCT
High St
Anytown
AN1 1AA

From:

Harry Curtain
12 Bright S
Anytown
AN1 2AA

Dear

Susan

Put the name of the person you are writing to in this box

Re: Disability Discrimination Act (DDA)

On the:

4th of July

In this box, put the date you saw the confusing information.

I was trying to understand:

An information leaflet you produce called "about your local health services"

In this box, explain what information you were trying to understand.

I found it hard to understand because

It was full of initials and words I don't really understand, like PCT, SHA and OT. They all had telephone numbers next to them.

Also there were lots of colours in the background that made it hard to read.

In this box, explain why you found the information hard to understand.

This makes it too difficult for me to use your service.

I feel worried about which telephone number to ring. I'm scared I might make a mistake.

I will probably need more help from you in the future, but I'm really worried and upset that I won't be able to understand how to get help.

Because you find it too difficult to use the service, this might affect you in all sorts of ways.

If so, then explain here.

As I am sure you are aware, the Disability Discrimination Act says that where a practice, policy or procedure makes it impossible or unreasonably difficult for disabled people to make use of any service which is offered to the public, a service provider must take reasonable steps to:

- change the practice, policy or procedure, or
- provide an auxiliary aid or service if it would enable, or make it easier for, disabled people to make use of its service.

Please could you tell me what steps you have already taken to meet this legal duty?

In particular, what action do you intend to make to change the fact that your information is so hard to understand?

When do you expect this to be done?

If no such change has been made or is planned, please could you explain the reasons why?

Please could you also explain any other steps you intend to take so that disabled customers like myself can have access to your services on the same basis as non-disabled people?

I look forward to receiving your written reply within 14 days. If I do not receive a reply within 14 days I reserve the right to take action under the Disability Discrimination Act.

Yours

Harry Curtain

You don't need to write anything here.

Some of this might seem to be a bit complicated.

It is written in this way to make sure that the person who is reading it knows that they have to make a proper response.

Write your name and sign here.