## Template letter to complain about reasonable adjustments agreed but not implemented in Higher Education (England and Wales)

[POSTAL OR EMAIL ADDRESS OF HIGHER EDUCATION INSTITUTE]

[YOUR POSTAL OR EMAIL ADDRESS FOR THEIR RESPONSE]

Date: [DATE YOU SEND THE LETTER OR EMAIL]

Dear Sir/Madam,

**Request for agreed reasonable adjustments to be put in place**

I am writing to formally request that the reasonable adjustments we agreed prior to my starting at [INSERT NAME OF INSTITUTION] on [INSERT START DATE] are put in place.

[INSERT DETAILS OF YOUR HEARING LOSS, HEARING TECHNOLOGY AND COMMUNICATION PREFERENCES].

We agreed on [INSERT DATE] by **email/letter/face-to-face conversation** [DELETE AS APPLICABLE] that the following measures would be put in place as reasonable adjustment for my disability.

* [LIST REASONABLE ADJUSTMENTS AGREED].

However, **none/some** [DELETE AS APPLICABLE] of the above adjustments have been implemented. This is affecting my ability to access my education. [INSERT DETAILS OF ISSUES BECAUSE OF THE ABSENCE OR INADEQUACY OF THE REASONABLE ADJUSTMENTS].

The Equality Act 2010states that I am protected against unlawful discrimination by you as a higher education institution because of my deafness. I feel I am currently at a substantial disadvantage as the reasonable adjustments agreed for my disability have not been implemented.

Please let me know in writing within 14 days if you believe you will be able to implement the agreed reasonable adjustments. If you are not able to, please give your written reasons for this.

I look forward to hearing from you.

Yours faithfully,

[INSERT YOUR NAME AND STUDENT ID HERE]