## Template letter to complain about reasonable adjustments agreed but not implemented in school/nursery/education institution for under 16s

[POSTAL OR EMAIL ADDRESS OF HEADTEACHER OR EQUIVALENT]

[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 for [INSERT NAME OF CHILD]**

I am writing as the parent of [INSERT NAME OF CHILD] who is in Year [INSERT YEAR GROUP] at [INSERT NAME OF SCHOOL/NURSERY/EDUCATION INSTITUTION]. I am writing to formally request that the reasonable adjustments we agreed on [INSERT DATE OF AGREEMENT] are put in place to allow [INSERT NAME OF CHILD] to access their education.

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

We agreed on [INSERT DATE OF AGREEMENT] by **email/letter/face-to-face conversation** [DELETE AS APPLICABLE] that the following measures would be put in place as reasonable adjustment for [INSERT NAME OF CHILD]’s disability. [INCLUDE THE FOLLOWING SENTENCE IF APPROPRIATE]: I attach evidence of our agreement.

* [LIST REASONABLE ADJUSTMENTS AGREED].

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

The Equality Act 2010states that [INSERT NAME OF CHILD] is protected against unlawful discrimination by an education provider because of their deafness. I feel they are currently at a substantial disadvantage as the reasonable adjustments agreed for their disability have not been implemented.

Please let me know in writing within 14 days if you believe [INSERT NAME OF SCHOOL/NURSERY/EDUCATION INSTITUTE] will be able to implement the agreed reasonable adjustments. If they are not able to, please give your written reasons for this.

I look forward to hearing from you.

Yours faithfully,

[INSERT YOUR NAME]