## Template letter to complain about direct discrimination when activity provider will not allow your child to attend

[POSTAL OR EMAIL ADDRESS OF ACTIVITY PROVIDER]

[YOUR POSTAL OR EMAIL ADDRESS FOR THEIR RESPONSE]

Date: [DATE YOU SEND THE LETTER OR EMAIL]

Dear Sir/Madam,

**Complaint about direct discrimination**

I am writing as the parent of [INSERT NAME OF CHILD] who would like to attend [INSERT NAME OF ACTIVITY WITH A FEW BRIEF DETAILS e.g. the football club for Under 8s on Tuesday afternoons from 4-5pm OR the activity weekend from 26-27 August 2023]. I am writing to complain because I believe [INSERT NAME OF ACTIVITY PROVIDER]’s refusal to allow my child to attend is direct discrimination.

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

The Equality Act 2010states that [INSERT NAME OF CHILD] is protected against direct discrimination by an association because of their deafness. Direct discrimination is where a person treats another less favourably than they would treat others because of a protected characteristic, as per Section 13(1) Equality Act 2010. [INSERT NAME OF CHILD] has the protected characteristic of disability because of their hearing loss.

I believe that [INSERT NAME OF ACTIVITY PROVIDER] treated my child less favourably on [INSERT DATE] by [INSERT AS MUCH DETAIL AS POSSIBLE ABOUT THE REFUSAL TO ALLOW YOUR CHILD TO ATTEND AND ATTACH EVIDENCE IF POSSIBLE E.G. an email stating the refusal to allow your child to attend]. I believe the reason for this treatment is related to my child’s disability because [INSERT AS MUCH DETAIL AS POSSIBLE ABOUT WHY YOU THINK THE REFUSAL IS RELATED TO YOUR CHILD’S DISABILITY].

I would appreciate if you would investigate this matter and share the outcome of this investigation with me in writing within 14 days. If [INSERT NAME OF ACTIVITY PROVIDER] does not consider its actions to be discriminatory or does not feel an investigation is warranted, please give your written reasons for this.

I look forward to hearing from you.

Yours faithfully,

[INSERT YOUR NAME]