## Template letter to complain about direct discrimination in school/nursery/other educational institution

[POSTAL OR EMAIL ADDRESS OF HEADTEACHER]

[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 is in Year [INSERT YEAR GROUP] at [INSERT NAME OF SCHOOL/NURSERY/EDUCATIONAL INSTITUTION]. I am writing to complain about the direct discrimination I believe [INSERT NAME OF CHILD] has been subject to.

[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 education provider 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) of the Equality Act 2010. [INSERT NAME OF CHILD] has the protected characteristic of disability because of their hearing loss.

I believe that [INSERT NAME OF SCHOOL/NURSERY/EDUCATIONAL INSTITUTION] treated my child less favourably on [INSERT DATE] by [INSERT AS MUCH DETAIL AS POSSIBLE ABOUT THE LESS FAVOURABLE TREATMENT]. 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 TREATMENT WAS 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 SCHOOL/NURSERY/EDUCATIONAL INSTITUTION] 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]