

# Caprice Kwai's template complaint letter

**[University Name & Address]**

**[Date]**

**Name:**

**Student ID:**

**Course:**

**Course Team:**

**Disability Coordinator:**

**Health & Well-being Support Coordinator:**

To whom it may concern,

**Subject: [State the subject of your letter. For example - Failure to make reasonable adjustments and/or discrimination arising from disability]**

Please accept this letter as a formal complaint of [State the type of discrimination you've experienced. For example - discrimination arising from disability] at [University Name].

Since starting [University Name], I have not been supported as a disabled student. I have experienced discrimination and lack of support from [Name Department – For Example, Student Services]

The discrimination and unfavourable treatment have affected me massively, where I haven't been able to [describe the impact, the discrimination has had on you – go into detail about how it has affected your mental and physical health].

I have sent countless emails (please see supporting evidence attached) [attach any relevant evidence that you have explaining the reasonable adjustments that you need as a disabled student], including:

[List what reasonable adjustments you have asked for. I have added a few examples below].

- Remote Learning (a Zoom/Teams link, where I can access a lesson from home, and be included if I am in too much pain to attend, or my mental health is affecting me severely).

- A remote meeting (outside of scheduled lessons) via Zoom or Teams, where my tutor and I can discuss my progress and can help with anything I may be struggling with.
- Extension to deadlines – Statement of reasonable adjustment (SORA).
- Well-being support - named person who I can always contact.
- Course team, and all tutors informed of my disability.
- Attendance record - taking account of last-minute absences due to my disability, without recording it to my disadvantage.

All the points above have not been considered or put in place, and I believe that this places me as a disabled person at a substantial disadvantage when compared to a non-disabled person.

The Equality Act 2010, under discrimination arising from disability places a duty on [Name University] to ensure they do not treat someone unfavourably because of something arising in consequence of their disability and they cannot show that the treatment is a proportionate means of achieving a legitimate aim. If you had made reasonable adjustments of (please see bullet points above) I would have not been at a substantial disadvantage.

As a university under the Act, you have a duty to make reasonable adjustments for an individual who is at a substantial disadvantage due to their disability.

I have tried to resolve the matter informally by [state how you have tried to resolve the matter, before making a formal complaint], but I have not received a satisfactory outcome.

This situation has caused my [state what your disability or condition is] to flare up, where I am currently experiencing [explain in depth how this situation has affected you. For example, you may now be experiencing severe panic attacks, debilitating pain, or severe depression].

I've developed a stress build up where my physically health has also declined – [state how the stress has affected you. For example, trouble sleeping, headaches and anxiety].

The last meeting to try and rectify this situation on [insert the date and the last time you tried to rectify the situation. For example, you could

have had a meeting or sent an email] has left me compelled to make a formal complaint.

I am making a formal complaint, as I have now exhausted all my options, and I would like an explanation as to why I was treated in this way. In your response, please let me know of your plans to rectify this situation and how you intend to prevent this from happening again. Also please provide information in writing as to why you have been unable to make the adjustments.

I look forward to receiving your response in writing within the next 28 days from receipt of this letter.

Yours sincerely,

[Your Name].