Claimant address: _____
_____
_____

Date: _____

JCP address:

_____
_____
_____

Dear JobCentrePlus

RE: Failure to provide requested Reasonable Adjustment

My name is _____
My National Insurance Number is _____

I am a disabled person as defined by the Equality Act 2010 and am applying for ESA. I am having problems with the application process and these are causing me disadvantage. I contacted you regarding these problems on ___/___/___ and asked you to make a reasonable adjustment for me. However, to date you have failed to do this.

I believe that you have a duty under the Equality Act 2010 to me as a disabled person. You should make reasonable adjustments to the way you do things so I am not substantially disadvantaged by them. Your failure to do this is disability discrimination in breach of the Equality Act 2010.

I will be [possible options]

- seeking further legal advice to bring a claim in the County Court for compensation, and an order that you must make the changes I have asked for
- writing a letter of complaint to my MP about your breaches of your legal duties
- contacting the Equality Advisory Support Service to help me resolve this matter and asking them to raise this with the EHRC.
- contacting [eg RNIB, Scope or other national disability organisation] to let them know about what has happened
- making a formal complaint [see our complaints guide LINK]

I hope that it is not necessary for me to pursue this and that you will make the requested adjustment immediately. Please confirm your plans to address this problem in writing within 20 days.

Yours,