Template letter 1 – challenging a failure to make reasonable adjustments by a childcare provider

[**YOUR ADDRESS**]

[**DATE**]

[**NAME OF PROVIDER**

**ADDRESS**]

Dear Mr / Mrs [Name],

I am writing in relation to my child [**NAME**]. I would like to access childcare for [**NAME**] from your service. However, the failure by your service to make reasonable adjustments to meet [**NAME**]’s needs is making this impossible. I am writing this letter to ask you to address this as a matter of urgency so [**NAME**] can benefit from your service as other non-disabled children can.

[**Write a short summary of your child’s needs and the barriers your child faces to access childcare at the service. Highlight any attempts you have made to persuade managers and staff to make adjustments**].

As you will no doubt be aware, your service is covered by the duty to make reasonable adjustments under sections 20-22 of the Equality Act 2010. This is because you are a provider of services to the public; see section 29(7).

In my view, it would be reasonable for you to make the following adjustments to enable [**NAME**] to access your service: [say what you want them to change]

You will be aware that under section 20(7) of the Equality Act 2010 we cannot be charged for these adjustments.

Please confirm within 14 days that these adjustments will be made and [**NAME**] will be able to access your service. If you are not willing to make these adjustments, please state this with any reasons you want to give within 14 days.

I have written this letter using a guide that has been published by Contact, Every Disabled Child Matters and the Family and Childcare Trust. The guide is based on general legal advice. I very much hope these reasonable adjustments will now be made, however if they are not I may take legal advice specific to my circumstances.

Yours sincerely,

[**Names of those sending letter**]

[**cc Provider’s head office if appropriate**]