**PLEASE DELETE ANYTHING HIGHIGHTED AND REPLACE WITH YOUR OWN DETAILS**

**The first step is to follow the school’s own complaint procedure (all schools must have one by law). The only exception would be if you feel that your complaint will not be treated fairly due to a conflict of interests. There is guidance on how to complain here**

**https://www.ipsea.org.uk/making-a-formal-complaint**

**Insert your name and address**

**Insert date**

**Insert relevant person’s name and address of school**

Dear **insert name of person you are complaining to**

Re: **Insert your child’s name**

Please accept this letter as a formal complaint of a failure to make reasonable adjustments for my child/young person under the Equality Act 2010.

**Give details of the case, including your child’s/young person’s disability. Who you have spoken/written to previously, the dates and the outcomes. Before escalating you should have spoken/written to the relevant staff.**

Under the Equality Act 2010 you have a duty to make reasonable adjustments for my child, who is at substantial disadvantage due to their disability. I wish to inform you provision of support for a child with APD is a legal obligation for school which also falls under NatSIP guidelines. Also, although APD does not cause hearing loss, APD is recognised as a hearing disorder by the 2021 World Health Organisation (WHO) "Report on Hearing” in section 1.3.3 page 37, as below:  [**https://www.who.int/publications/i/item/world-report-on-hearing**](https://www.who.int/publications/i/item/world-report-on-hearing)

As such, it is your legal duty and that of the Teacher of the Deaf/Sensory Support Team/HI team or equivalent to take positive steps to provide what I have previously requested to support their Auditory Processing Disorder/APD diagnosis plus any/all other conditions as per his diagnosis report and including any/all assistive technology requested. You are obliged to ensure that all disabled pupils can access and fully participate in their education. A failure to comply with this duty could be unlawful and could be considered disability discrimination.

The reasonable adjustments which I consider you have failed to make are as follows:

**List what they failed to follow/or put in place, include professional advice, and include a copy of their diagnosis report/s and/or any recommendations if you have them.**

**Some examples of what reasonable adjustment can include:**

**Training of staff**

**Use of equipment or aids**

**Relaxing school uniform policy**

**Providing Auxiliary aids or services (including FM systems, remember to request replacement batteries, insurance and maintenance)**

**Exclusion from trips or activities due to their disability**

**Assistance from a sign language interpreter, lip speaker or deaf-blind communicator**

**Specialised computer software**

**An adapted keyboard**

I would like you to respond to me within 14 days of the receipt of this letter and to include the steps you have taken to resolving my complaint.

Yours sincerely