Direct Discrimination Complaint – Services – PLEASE DELETE

Your Address

**Enter Organisations Name**

**Enter Organisations Address**

**Date:**

Dear (Insert the name of the person you are writing to)

**Subject:** **(Enter title of your letter/what is it about)**

Please accept this letter as a formal complaint of direct discrimination which occurred at (name of organisation).

See Template Letter Guidance for information on what to include in this section.

(Full details of the case and the impact it has had on you.  
Explain the less favourable treatment you have been subjected to and why you believe it is because of your protected characteristic. Be clear and concise.)

(Include information about who you have spoken with previously their name, job title and the date when you spoke to this person to resolve this issue).

The Equality Act 2010 (the Act) states that it is unlawful to directly discriminate against a person who is accessing your service by treating them less favourably because of their protected characteristic.

I would like you to investigate my complaint with a view to resolving the issue I have raised.

I look forward to receiving your response within 28 days from the date of receiving this letter.

Yours sincerely/faithfully, (Delete as appropriate)

(Your name)