**Jobcentre Plus office**

<Please add the address  
of the Jobcentre Plus   
office you are attending>

<Service user address>

<Service user address>

<Service user address>

My name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_ My National Insurance number is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I would like to make a complaint as the Jobcentre Plus office failed to contact me using my preferred communication method.

**(Please provide details of how contact was made)**

This happened **on [DATE, AND TIME IF APPROPRIATE]** and the contact was attempted by [**ADVISOR’S NAME]**.

The Equality Act 2010 requires service providers – including the Jobcentre – to make reasonable adjustments for disabled people put at a substantial disadvantage, in comparison with people who aren’t disabled.

Public sector organisations are also required to comply with the Public Sector Equality Duty (PSESD).

The PSED recognises that the needs of people who are disabled are different from the needs of those who are not disabled. It requires public bodies to take account of disabled people’s needs when making decisions on policies or services.

Public bodies must have ‘due regard’ to the need to eliminate discrimination, advance equality of opportunity and foster good relations. Having ‘due regard’ means public bodies must consciously and carefully think about these aims in their day-to-day duty.

In future, please contact me via letter/email/SMS/fax letter/email/SMS/fax **(circle your choice).** My contact details are: **(Include contact details)**

As I communicate in BSL, I have been supported to write this letter. Any written communication with me should be in plain English, but I prefer information in BSL. **(Delete if not applicable)**

Yours sincerely,

**(Please Sign Here)**