

I use / would like to use your services and am unable to read standard print. I can access information in a good quality accessible format.

My preferred format is:

- Large print
- Electronic text
- Audio
- Braille
- Other: _____

Please see below, where my rights and your duties under the Equality Act 2010 are briefly explained.

Name: _____

Customer/Account no: _____

Postcode: _____ House no: _____

Tel: _____

Email: _____

I look forward to receiving communications from you in a format that I can read myself. Thank you.

My rights and your duties

The Equality Act 2010 replaced the Disability Discrimination Act 1995 (DDA) in Great Britain in October 2010. The DDA is still the law in Northern Ireland. Disabled people have the same level of protection under the Equality Act as the DDA provided. These protections include reasonable adjustments to a disabled person's needs.

A person with a print disability has, under the Act, the right to receive information made available to its customers by a service provider in a form he/she can use.

For example, with regard to your duty to provide information, the reasonable adjustment explicitly includes providing it in an accessible format such as large print, e-text, audio or braille. Your processes should allow you to record your customers' preferred format, and to provide all your material to them in that format. It is vital that the quality of the formats you provide is sufficiently high to ensure that they are accurate and legible.

More information is available from www.ukaaf.org or enquiries@ukaaf.org

UKAAF is the UK Association for Accessible Formats, setting standards and promoting best practice to improve the availability and quality of accessible formats in the UK.