



Complaints Commissioner

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Accessibility Policy

Using our service

Our preferred method of communication is through email; however, we will aim to assist you in using our service in a way that is most convenient for you. We will take reasonable steps to accommodate your request to communicate in a specified way, subject to the impact this may have on our workload and the costs involved (whether you are disabled or not).

We are committed to ensure that our policies and procedures do not put anyone at a disadvantage and that we meet our legal obligations under the Equality Act 2010 (the Act).

Reasonable adjustments

These legal obligations include ensuring that the manner in which our service operates does not place barriers in the way of disabled people being able to access the service. There is a duty on service providers to 'anticipate' what disabled people with various impairments, including but not limited to visual and hearing impairments and learning difficulties, may need. This is an ongoing duty.

The legal obligation is to make reasonable adjustments if the way we operate our service would place disabled people at a substantial disadvantage. We will also, however, aim to accommodate the needs of those individuals wishing to access our service who do not fall within the legal definition of a disabled person set by the Act.

While the Act does not define what reasonable steps are, the Equality and Human Rights Commission has issued a Code of Practice for service providers about what may be considered a reasonable adjustment, which can be accessed here:

https://www.equalityhumanrights.com/sites/default/files/servicescode_0.pdf.

Examples of reasonable adjustments include providing documents in larger print, using the telephone rather than written correspondence and arranging for a single point of contact in the office.

Letting us know if you need us to make a reasonable adjustment

As well as publishing this information on our website, we also ensure that we ask you whether you need a reasonable adjustment when we first acknowledge your complaint.

Our decision about your request

We will ask you to confirm what adjustment you think would suit you best to eliminate any disadvantage, consider whether you would be disadvantaged if the adjustment were not made, the impact of the adjustment on our activities and our duty to other service users, as well as the cost implications of implementing it.

While we will endeavour to make the adjustment requested, in some cases we may find that we cannot meet the request as it would not be a reasonable one considering all the circumstances.

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