



Information to Include in Your Complaint

Sample letter and suggested text

To whom it may concern,

I am writing this to inform you of an issue encountered regarding accessibility. Being able to access businesses, goods and services is important to everyone, including those with a disability. Under the *Disability Discrimination Act (DDA) 1992* and the *Equal Opportunity Act (EOA) 1984* people have the right to access facilities, and obtain goods and services in the same way as those without a disability.

The following information describes concerns that I hope you will look at and address.

Do you want your details known? (If you require a response you must fill in contact details).

Contact details

Include whatever details you wish to be known such as your name, street address or postal address; home/work/mobile phone numbers and your email address.

Are you complaining on behalf of someone else?

Include their name and relationship to you. Get them to sign permission to complain on their behalf. If they do not have the capability to sign then give a brief reason as to why they can't give this permission.

The business, service, facility you had problems accessing

Include the name of business/service/facility and its address. The date and approximate time of issue.

What happened?

Include details about who/what was involved, describe what happened, how it affected you. Include the date and approximate time of issue. Include as much detail as possible.

Have you tried to do anything to sort out the problem?

Include names of who you talked to; organisations you have contacted; what they said/what you said; what actions they said they would take.

Let them know if it is ok to contact you for further information or to clarify something.

How could this issue be resolved/what outcome do you hope to achieve?

Did you want something?

- Repaired
- Altered (such as clear pathways to travel in, more visible or clear signage)
- Provided (such as large print menus, portable ramp)
- An apology
- Training (such as disability awareness for staff)

Suggestions to help this outcome be achieved

Include names or contact details or agencies, organisations or people that can assist or provide information.

Include useful websites.

Places to purchase appropriate equipment.

Response details (If you require a response)

Provide a date you would like a response by (allow adequate time for them to look at or investigate the complaint).

Tell them which is your preferred contact method and ensure these details are given in your contact information.

Make sure you sign and date your letter.

Documents to support your complaint.

Attach photocopies (not originals) of any information that may support your complaint such as photos, medical certificates, witness letters, etc.

EXAMPLE LETTER

Your contact details

Sue Smith

48 Bumble Way

Perth WA 6000

ssmith@iinet.net.au

Home phone: (08) 9516 8171

Mobile: 0236 784 442

Work: ring mobile

Their details

Blue Wren Café

13 Bruce Boulevard

Byford WA 6122

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I am writing this to inform you of an issue encountered regarding accessibility. Being able to access businesses, goods and services is important to everyone, including those with a disability. Under the *Disability Discrimination Act (DDA) 1992* and the *Equal Opportunity Act (EOA) 1984* people have the right to access facilities, and obtain goods and services in the same way as those without a disability.

The following information describes concerns that I hope you will look at and address.

On Wednesday the 6th September 2017 at around 11 AM I was having coffee with family at your lovely café. I went to use your accessible toilet but had trouble getting in the doorway as you had a stack of high chairs stored near the entrance. Upon managing to get in I found that I couldn't get from my wheelchair to the toilet due to excess furniture and pictures placed in the corner. I had to call out for my sister to come in and move this so I could transfer.

This ruined what was an enjoyable morning as I was embarrassed that I needed help just to be able to use your toilet facilities. I understand that it may not be used

frequently but as you can see by the copy of the photo attached it is not actually 'accessible'!

I was lucky that I had someone I knew well that could help otherwise it could have been very different.

I talked to your staff but they just said there was nowhere else to put the stuff.

I hope that you will rectify this by finding somewhere else to store these things and then keep the room uncluttered for future users.

I have included a link for you to look at on accessible toilets.

<http://www.accesswa.com.au/Pages/ImproveAccess.aspx>

You can contact me for further details. I would appreciate a response from you by 23rd September. The best way to contact me is on my mobile.

Regards,

Sue

S. Smith

9th September 2026