



Know your rights



What is Disability Discrimination Act 1995?



Disability Discrimination Act is a law about how you should be treated. A law is like a rule. It says what we can or cannot do. Like it is against the law to steal.

What does Disability Discrimination Act say?



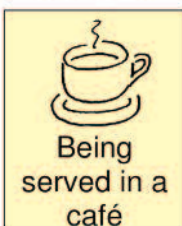
Disability Discrimination Act says you cannot be treated worse than other people because you have a learning difficulty.



Part 3 of this law is about treating you worse than other people when you buy things. **Story 1.** You go to the shop to buy an item but cannot find it. You cannot read the labels and ask the shop assistant for help.



The shop assistant says 'Can't you read! It is right in front of you!' and goes away. You don't get any help.



Part 3 of this law is also about treating you worse than other people when someone does things for you. Like cuts your hair or serves you in a café. **Story 2.** A group of people with learning difficulties go out for a meal. There are lots of free tables upstairs but the waiter says 'Sit downstairs!' The waiter does not tell other people where to sit. The group feels angry and upset. They think the waiter wants them to sit where other customers cannot see them.



Bad service



Going for a swim



Broken toilet

Part 3 of this law is also about treating you worse than other people when you go to places. Like a swimming pool or a cinema. **Story 3.** You go to your local cinema to see a film. You are a wheelchair user and need to use the accessible toilet. The toilet is broken. You tell a member of staff to fix it. You come back next week but the toilet is still broken. Cinema workers do not have a good reason why the toilet has not been fixed.

What to do if you are not happy about the way a member of staff has treated you?



Speak to manager

Ask to speak to the manager. Tell the manager what happened. Tell the manager what you want them to do about it to make it better. This is called making a complaint.



Keep notes

It is a good idea to write down what day you spoke to the manager and what the manager said. You can write it in your diary or ask someone else to do it for you. This is called keeping a record of events.

What happens next?



Problem solved

The manager sorts out your problem. You are happy with that.



Problem not solved

Or the manager does not sort out your problem. You are not happy about that.

To learn more about Part 3 of the Disability Discrimination Act 1995 contact Disability Action in Islington on: 020 7354 8925 or email: info@daii.org

What to do next?



Write a letter


If the manager does not sort out your problem, you can write a letter to the head office. Send a copy of this letter to the manager too. Write down what happened. Write down what you want the manager to do about it.



Ask for help


Remember to keep a copy of this letter. It is also a good idea to ask a friend or support worker to help you write this letter.

What happens next?



Problem solved

The manager sorts out your problem. You are happy with that.



Problem not solved

Or the manager does not sort out your problem. You are not happy about that.

What to do next?



Go to court

If the manager still does not sort out your problem, you can go to court. Going to court means that you ask a judge to decide who is right. The judge will ask you questions about what happened.




Get advice

Going to court can be stressful and can cost a lot of money. It is best to get some advice before you go to court. Also, if you are on low income, you can ask for exemption on Form EX160.


You can get in touch with the First Choice Trainers by contacting Inga Tillere at the Elfrida Society on: 020 7359 7443 or email: inga.tillere@elfrida.com

What can the judge decide?



Problem solved

The judge decides that you are right. You win. The place that discriminated against you may have to pay for your court costs.



Problem not solved

Or the judge decides that you are wrong. You lose. If you lose you may also have to pay for the winner's court costs, as well as your own expenses.

Is there anything else you can do?



Campaign

Yes! You could start a campaign. Get your friends and other disabled people involved. Tell the press about it. Together we are stronger.

Where to get help?

Organisation 1:



Address



Telephone

Organisation 2:



Address



Telephone



Images from Change Picture Bank and Makaton

Permission is given to photocopy these pages