

Public Advice and Data Protection Complaints Services

Policies & Procedures – Part 1

December 2021



Service Adjustments procedure

- We have a legal obligation under the Equality Act 2010 to make **reasonable adjustments** to our services to ensure we're accessible to all of our service users.
- Service adjustment requests are passed to a group of Team Managers that oversee the consideration of these requests. Please ensure you check our reasonable adjustment procedure for the current names of those Team Managers.
- If an adjustment is accepted, it will be set up and entered onto our reasonable adjustment list on Sharepoint and the customer will be informed.
- If the adjustment isn't accepted, the Case Officer advises the individual of this and why.
- Important to note **reasonable** – it has to be an adjustment we can reasonably make.
- We can also make **informal reasonable adjustments** (eg take a complaint over the phone).

Types of service adjustments

- Font sizes

- Some customers require us to write to them in larger font than our standard font size (12) due to visual impairments. This is an adjustment that we can easily make to allow a customer access to our service and so would be agreed to. The customer would just need to let us know which size font is best.

- Coloured paper

- Some customers require us to write to them on coloured paper, for example blue paper, which can be due to visual impairments, dyslexia or another reason. We can facilitate this and would need the customer to advise us which colour is best for them.

- Calls only

- Some customers require contact via phone call only. The customer would need to explain why this is so that we can consider whether it's reasonable in the circumstance.