**Jobcentre Plus office**

<Please add the address  
of the Jobcentre Plus   
office you are attending>

<Service user address>

<Service user address>

<Service user address>

My name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_ My National Insurance number is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Appointment date: Appointment time:

Advisor’s Name:

I would like to make a complaint because I requested the following communication professional

* NRCPD Registered British Sign Language Interpreter
* NRCPD Registered Lipspeaker
* NRCPD Registered Electronic Notetaker
* NRCPD Registered Verbatim speech-to-text reporters
* Other (Please name)

Unfortunately,

* this support was not provided
* the communication professional was not NRCPD registered
* unsuitable, **[ADD REASON]**

At this appointment, I could not access your service. Under the Equality Act 2010 your services, including those provided by outside agencies, must be accessible to people with disabilities.

I would like you to make sure that the requested communication professionals are always booked for any future appointments for me.

If I need to go to any meetings to discuss this complaint, please make sure a communication professional from the NRCPD is booked. See the register at www.nrcpd.org.uk or call 0191 383 1155.

I would prefer to be contacted by: letter/email/SMS/fax **(circle your choice).** My contact details are: **(Include contact details)**

As I communicate in BSL, I have been supported to write this letter. Any written communication with me should be in plain English, but I prefer information in BSL. **(Delete if not applicable)**

Yours sincerely,

**(Please Sign Here)**