**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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I would like to make a complaint because I have requested that my caseload be referred to the Disability Employment Advisor (DEA). This has not happened. My current advisor is **[ADVISOR’S NAME]**.

Due to my deafness/hearing loss **(delete as applicable)** the DEA is able to offer me additional support. The DEA has specialist knowledge of local services, training and support for people with disabilities looking to enter the workplace. If no DEA is available in this area, please make sure I am put in contact with the relevant work coach.

I would prefer to be contacted by: letter/email/SMS/fax 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)**