

Rights for Disabled People

Dealing with discrimination



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You don't have to put up with discrimination or harassment because you are disabled. There are powerful laws to stop this happening. This leaflet explains your legal rights, and what to do if you are discriminated against.

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The leaflets in this series give you an outline of your legal rights. They are not a complete guide to the law and are not intended to be a guide to how the law will apply to you or to any specific situation. The leaflets are regularly updated but the law may have changed since this was printed, so information in it may be incorrect or out of date.

If you have a problem, you will need to get more information or personal advice to work out the best way to solve it. See 'Further help' on page 22 for sources of information and advice.

When discrimination can happen

Disability discrimination can happen in different ways. It can happen when:

- someone is treated worse (in legal terms, 'less favourably') than another person in the same situation because they are disabled, or for a reason to do with their disability; or
- an organisation does not take steps to remove or reduce the barriers that disabled people face.

Discrimination can happen:

- at work;
- when buying or using goods, facilities and services;
- when dealing with a 'public authority' (such as your local council or the police);
- at a private club or association;
- when buying or renting somewhere to live; or
- at a school or college.

There are laws to protect you from discrimination on many grounds, including your:

- sex;
- age;
- religious beliefs;
- sexual orientation (if you are lesbian or gay); and
- race or nationality.

This leaflet deals with your rights if you are discriminated against because you are disabled.

You may believe you have been discriminated against for more than one reason. If so, you may need to get advice about the best course of action. You can get advice from:

- a trade union;
- your local advice or law centre;
- a Citizens Advice Bureau; or
- a solicitor.

What the law says

The Disability Discrimination Act 1995 protects you against the discrimination you may face as a disabled person.

The Act says it is discrimination if you are treated less favourably than someone else just because you have a disability, or for a reason that is to do with your disability.

The law also says that employers, public authorities (such as your local council or the police), private clubs, schools, colleges and service providers must make 'reasonable adjustments' for disabled people who are disadvantaged by the way things are done, or by existing rules or by the physical environment. A reasonable adjustment could be, for example:

- widening the entrance to a building so that people who use a wheelchair can get in;
- providing information in a different form for people with impaired vision (for example, in Braille or on tape); or
- changing a policy that says people must apply for a service in writing to allow someone who does not write to make a verbal application (over the phone, for example).

However, in certain situations, organisations may not have to make adjustments. See 'When discrimination is allowed' on page 6.

Victimisation

If you want to complain about being discriminated against (or if you are helping a colleague who is complaining), you may fear that your employer may treat you less favourably for doing so. If they do, this is called victimisation, and it is unlawful in the same way discrimination is.

Codes of practice

The Act is linked to codes of practice. These set out the things that employers and organisations you deal with (like shops, banks and your local council) should do to make life easier for you, such as changing the way they provide services (for example, a restaurant could provide large-print or Braille menus). The codes are available from the Equality and Human Rights Commission (see 'Further help' on page 22).

What counts as a disability

The Disability Discrimination Act says that a disabled person is someone with a physical or mental 'impairment' that has 'a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities'.

A 'substantial adverse effect' is something that limits your ability in more than a minor or trivial way. Exactly how it limits your ability is important in deciding whether you count as disabled for the purposes of the law. If you want to make a claim that you have been discriminated against because of a disability, you may need an expert medical opinion to back you up.

Normal day-to-day activities

The Act lists eight kinds of ability, and says that if your condition impairs one or more of these, it will affect your ability to carry out normal day-to-day activities. They are:

- mobility (getting around);
- manual dexterity (using your hands);
- physical co-ordination;
- continence (being in full control of body functions, such as passing urine);
- being able to lift, carry or move everyday objects;

- speech, hearing or eyesight;
- memory or ability to concentrate, learn or understand; and
- awareness of the risk of physical danger.

Some special cases

If your impairment comes and goes, it normally counts as a disability only if the 'substantial adverse effect' is more likely than not to come back in the future. But people who have been diagnosed with cancer, HIV infection or multiple sclerosis (MS) are treated as being disabled from the moment that they contract the condition, whether or not it has a 'substantial adverse effect' at that time.

If you have another condition that is likely to get worse so that it eventually has a 'substantial adverse effect', then the law protects you from the time your condition begins to affect your abilities. This includes, for example, muscular dystrophy and Alzheimer's disease.

You are also protected if you use an aid and without it the impairment would have a substantial adverse effect on your day-to-day activities. This includes, for example, people who:

- use an artificial limb; or
- have epilepsy and take medication to control seizures.

However, it does not normally cover people who wear glasses or contact lenses, although people who are registered or certified as blind or partially sighted are protected.

If you have had a disability in the past, you are protected from discrimination even if you no longer have it.

What doesn't count as a disability

Certain conditions are not counted as impairments under the Disability Discrimination Act. Two examples are:

- addiction to or dependency on alcohol, nicotine, or any drug (unless it was prescribed); and
- hay fever-type allergies, except where they make another condition worse.

If you are not sure about whether you are protected under the Act, contact the Equality and Human Rights Commission (see 'Further help' on page 22).

When discrimination is allowed

In a few cases, an organisation would not be breaking the law by treating disabled people less favourably. This is if:

- your safety or that of other people would otherwise be put at risk;
- it would not otherwise be possible to provide the service, either to you or to anyone else. For example, it may be lawful for a tour guide to refuse to allow a person with severely impaired mobility on a tour of old city walls because they believe that the extra help they would have to give would prevent the party from completing the tour. However, it would not be lawful to treat a disabled person less favourably just to avoid inconveniencing other customers. For example, it would probably be unlawful to ask a disabled customer to go to the back of a queue to avoid delaying other customers; or

For example, if you are turned down for a job because a disability has stopped you getting a driving licence, the employer could be guilty of discrimination if:

- the driving licence is not strictly necessary to do the job because the amount of travelling is small and you could do it, for example, by taxi; and
- you are otherwise the best candidate for the job.

Other 'reasonable adjustments' may be, for example:

- providing a different keyboard, phone or lighting;
- providing extra training;
- giving you a parking space at work;
- moving a workstation so you can use it while in a wheelchair; or
- changing the working hours to fit in with a care assistant.

What is reasonable depends on the circumstances. For example, it may be reasonable for a large employer to make greater adjustments than a smaller employer.

If you are dismissed or made redundant

Employers must not discriminate against disabled people when dismissing staff or making them redundant, unless they can properly justify it. For example, an employer may be able to justify dismissing you or asking you to take early retirement if your disability has got worse to the point where you can no longer do the main part of your job, and there are no other jobs you could do for that employer even if a 'reasonable adjustment' is made.

If you are being harassed

It is unlawful for someone to harass you because of your disability. Harassment is any action that violates your dignity or creates an intimidating or offensive environment for you. If you face harassment at work for a reason related to your disability, this would count as discrimination, because your employer would be responsible for getting the person or people who are harassing you to stop.

Types of worker covered by the law

The Disability Discrimination Act covers almost all types of worker, including:

- prison officers;
- firefighters;
- police officers;
- contract workers;
- office holders (such as coroners, but not elected councillors);
- people on work experience; and
- partners in firms.

Special rules apply to the way the following groups treat people with disabilities:

- trade organisations (such as trade unions and professional bodies);
- qualifying bodies (such as the General Medical Council, Driving Standards Agency and examination boards);
- trustees and managers of occupational pension schemes; and
- former employers (where you have been treated unfavourably after a job has come to an end; for example, if a former employer gives you a poor reference for a new job for a discriminatory reason).

However, the Act does not cover the armed forces.

Discrimination when buying and using goods and services

'Goods, facilities and services' include things that are free, as well as those you pay for. The term covers many businesses and services, including:

- shops, including mail-order and internet shopping services;
- hotels, restaurants, bars and nightclubs;
- bus and railway stations, airports and leisure centres;
- bank accounts, loans, credit cards and insurance;
- government departments, courts, doctors and law firms;
- services offered by local councils, such as parks;
- trains, trams, taxis, mini cabs, most rental vehicles and buses (though for now, the Act does not cover aircraft).

The Disability Discrimination Act says that, as well as treating disabled people as favourably as anyone else, service providers must anticipate problems that disabled people might face in using their services, and take reasonable steps to improve access. This means they might have to:

- change the way they provide a service (for example, a theatre might provide a sign-language interpreter at some performances for people with impaired hearing); or
- make it easier to get into and out of a building (for example, by widening doorways or building ramps for wheelchair users).

Organisations do not have to change or avoid every obstacle to access. For example, an organisation does not have to make every entrance to their building accessible to someone in a wheelchair, as long as there are enough ways into a building that would not be difficult or humiliating to use.

Special rules apply to trains, buses, trams, taxis and minicabs. Transport providers do not usually have to change the structure of vehicles, but they may need to change policies or procedures that make it unreasonably difficult for disabled people to use them.

There are also special rules covering insurance, guarantees and deposits.

For more examples of the changes it would be reasonable to make, see the codes of practice available from the Equality and Human Rights Commission (see 'Further help' on page 22).

Discrimination by public authorities

A public authority is an organisation 'whose functions are functions of a public body'. This includes, for example:

- government departments;
- the Home Office;
- the Prison Service;
- local councils;
- NHS boards and trusts;
- the police;
- the Crown Prosecution Service; and
- the BBC.

Some tasks and certain organisations are not covered by this part of the Disability Discrimination Act. However, these exceptions are complicated. If you believe a public authority has discriminated against you, you will need expert advice, for example from the Equality and Human Rights Commission, about whether you would have a claim against it.

Public authorities are allowed to treat you less favourably for the reasons explained in 'When discrimination is allowed' on page 6. They are also allowed to treat you less favourably for a reason relating to your disability if the treatment is truly necessary to:

- achieve a reasonable aim; or
- protect the 'rights and freedoms' of other people.

Public authorities may have to provide extra aids or services if the way they carry out their function means it is impossible or unreasonably difficult for a disabled person to benefit from their services. Whether a public authority must take a particular step depends upon several things, including:'

- how much it would cost;
- how practical it would be; and
- how disruptive it would be.

A public authority doesn't have to take steps that:

- it doesn't have the power to take; or
- would mean it would break another law or regulation.

Public authorities now also have a Disability Equality Duty, which is meant to promote equal opportunities for disabled people who work or want to work for them.

For further information on all these areas, see the code of practice available from the Equality and Human Rights Commission (see 'Further help' on page 22).

Discrimination by private clubs and associations

There are special rules for private clubs and associations that have 25 or more members. A private club is defined as one with a constitution that regulates admission to membership so that it is not open to all members of the public. Most sports clubs and gyms are not covered by the special rules, but are covered by the law relating to service providers. A club where members must go through a selection process (a golf club, for example) would be covered by the special rules.

The special rules may also apply if the club or association is a trade organisation (such as a trade union or professional organisation).

The rules for private clubs and associations make it against the law for them to discriminate against disabled people who are members, associates or guests, or who apply for membership. It is against the law for private clubs to discriminate by, for example:

- refusing you membership;
- offering you membership on different terms;
- refusing to allow you access to facilities offered to others in a similar situation; or
- restricting your access to those facilities.

To comply with the law, private clubs may have to:

- change rules that make it impossible or unreasonably difficult for you to be a member. For example, a club may have to change a rule that applications for membership must be in writing;
- provide equipment so you can use the club's facilities;
- make changes to club premises so you can access them.

Private clubs are allowed to treat you less favourably for the reasons explained in 'When discrimination is allowed' on page 6. Also, a club does not have to make adjustments:

- to a member's home, even if the club holds its meetings there; or
- which would alter the basic nature of its facilities or the nature of the association.

Clubs may also charge you more to cover the cost of providing you with a particular bespoke (personal) service or facility that other people don't receive.

For further information on this, see the code of practice available from the Equality and Human Rights Commission (see 'Further help' on page 22).

Discrimination when buying or renting a property

The law on discrimination against disabled people applies to most sorts of property, including houses and flats as well as business premises. However, it doesn't cover certain types of property and arrangement, including small properties where:

- the landlord (or one of their close relatives) lives in the same building and shares some of the living accommodation (including a kitchen or bathroom, but not just a hallway or stairs) with the tenant; and
- the landlord (or one of several joint landlords) used to live in the house or flat and did not then use a professional estate agent to let or manage it.

A landlord or property manager may be breaking the law if, for example, they:

- refused to let office space to a self-employed person who was HIV-positive;
- charged you a higher deposit because they believed your disability would make you more likely to break things;
- refused to rent a flat to someone who used a guide dog, because there was a no-pets rule;
- would not provide a portable ramp to someone who used a wheelchair.

A landlord does not have to anticipate how his property, rules or procedures might discriminate against disabled people. Also, the types of changes they must make are limited – they do not have to change the physical features of a building, only their policies, procedures and 'auxiliary aids'. Various items (such as taps, door handles and remote entry systems) are treated as auxiliary aids, so a landlord may have to provide things like adapted taps or handles if you ask for them.

Although landlords do not have to adjust a property's physical features, disabled tenants do have rights to make alterations to their home. In such cases, if you ask for permission to make alterations, the landlord can refuse only if there is a good reason. If the planned alterations will affect other people, the landlord should also ask for their permission.

For further information on this area, see the code of practice available from the Equality and Human Rights Commission (see 'Further help' on page 22).

Discrimination at school or college

The Disability Discrimination Act makes it unlawful to discriminate against disabled people who are:

- students;
- applying to a school or college; or
- potential applicants to a school or college.

It also applies to former students of some types of educational institution for people aged over 16.

This means that a school or college would be breaking discrimination laws if it, for example:

- refused to accept applicants with a visual impairment;
- refused access to a student with a visual impairment because they had an assistance dog; or
- didn't change a 'no dogs rule' to allow an assistance dog into the school or college buildings.

The Act applies to all schools, including nursery schools, and all aspects of school life, including:

- school trips;
- the way the classroom is organised;
- school discipline and exclusions;
- the way assessments and exams are arranged; and
- the design of the curriculum.

The Act also applies to most other educational institutions for students over 16, such as universities and further education colleges. It applies to:

- teaching;
- careers services;
- examinations and assessments; and
- the design of the curriculum.

Some types of educational institutions are not covered by this part of the Act (such as some private colleges and vocational training providers), but may be covered by the rules on goods and services instead (see page 9).

Under the Act, schools and colleges need to make 'anticipatory adjustments'. This means they should consider what adjustments may be needed for disabled people who join or apply in the future, and make these before they join or apply.

A 'reasonable adjustment' may be anything that helps to remove or reduce a substantial disadvantage. It may involve:

- changing the standard procedures of the college;
- adapting the curriculum or the materials or equipment used in teaching;
- adapting the way teaching is delivered; or
- training staff to work with disabled people and to provide the adjustments they need.

But adjustments are only expected to be 'reasonable'. What is reasonable will depend on, for example:

- how important the service is;
- how much money or other resources the school or college has; and
- how practical it would be to make the adjustment.

Other issues that schools and colleges need to consider when deciding what adjustments to make include:

- how they may affect other people, including other students;
- health and safety issues; and
- the need to maintain academic standards.

There are some cases where the Act says 'reasonable adjustments' don't need to be made. Schools do not have to:

- provide 'auxiliary aids and services' (such as interpreters, lip-readers and note-takers) which would help someone in their studies; or
- remove or change physical features (parts of the school buildings, for example).

However, these exceptions do not apply to colleges, universities and other educational institutions for people over 16, which must all comply with the Act.

For further information on this area, see the codes of practice available from the Equality and Human Rights Commission (see 'Further help' on page 22).

What you can do about discrimination

If you have been discriminated against, first think about what you want to be done. Depending on how you were discriminated against, you may want:

- your job back;
- compensation;
- an apology; or
- a clear sign that an organisation won't discriminate in the same way in future.

Whatever you want, it is usually best to first try to sort out the matter with the person or organisation that has discriminated against you. You may want to get more advice about what to say.

You could start by contacting the Equality and Human Rights Commission, an organisation that has been set up by the government to promote equal opportunities and to promote good practice in the way people are treated.

It can also offer legal advice and support, and may be able to arrange conciliation to help you come to an agreement with the organisation you have a problem with, if your complaint is about a:

- service provider;
- private club; or
- college or university.

You can also get help with problems of discrimination from:

- your trade union (if it is about a job);
- your local law centre;
- a Citizens Advice Bureau; or
- a solicitor or adviser displaying the Community Legal Service logo (see 'The Community Legal Service' on page 23 for more about this).

See 'Further help' on page 22 for how to contact these organisations.

If your case is about discrimination to do with your work, the Advisory, Conciliation and Arbitration Service (ACAS) may also be able to help. It can try to help you come to an agreement with your employer (about promotion or compensation, for example) without you having to go to a hearing. If you cannot come to an agreement through ACAS or by discussion, you can still take your case to an employment tribunal. However, there are time limits for doing this (see 'Going to an employment tribunal (ET)' below).

If these actions do not get you what you want, you may be able to take your case to:

- an employment tribunal (if it is about a job, a pension or vocational training); or
- the county court (if it is about goods and services, a public authority, private clubs or education at a college or university); or
- a special educational needs and disability tribunal (Sendist), if it is about a school.

Going to an employment tribunal (ET)

If you want to bring a claim under the Disability Discrimination Act, you must send it on form ET1 to an employment tribunal office. You can get this form from an employment tribunal, a Jobcentre or the Equality and Human Rights Commission. The employment tribunal will accept your claim only if you use the correct form and include on it all the information they need.

If your claim is because of treatment from someone you worked for, but it is not about being dismissed, you must send a written complaint to the employer, and give them 28 days to respond. If you do not do this, the employment tribunal may decide

not to deal with your claim. Even if your claim is about being dismissed, you are still expected to try to resolve the matter with your employer before bringing a formal claim. If you do not do this, any compensation you are awarded may be reduced.

The employment tribunal must receive your claim within three months minus one day from the date of the discrimination. If it does not, the tribunal may decide not to look at your case, unless you have a good reason for sending it in after this time. In certain circumstances, the time limit can be extended by up to three months if you are using your employer's internal procedures to try to resolve the matter before making the formal complaint. But time limits can be complicated and strictly applied, so seek advice if you are in any doubt.

The cost of going to a tribunal is low. Even if you lose your case, you won't have to pay the other side's costs unless the tribunal decides you were unreasonable in bringing or conducting the claim.

If you want to take a claim to an employment tribunal, it is also normally a good idea to fill in a DL56 form and send it to the employer. You can get this form from the Equality and Human Rights Commission.

The Commission may also help you fill it in.

The form asks the employer to give more reasons for your treatment. For example, if you believe you didn't get a job because of your disability, you can ask for details of the employer's selection procedures, and of the qualifications and experience of the person who got the job. You must send the DL56 to the employer within three months of when the discrimination happened, or no more than 21 days after the employment tribunal received your complaint. But you must confirm on the form that it is a written complaint, otherwise it will not count as a complaint. And you will still need to comply with the time limits for bringing any claim.

You don't have to use the DL56 procedure, but it will normally help your case. In the same way, the employer doesn't legally have to reply to you if you use the DL56. However, it may harm their case if they don't.

If you win your claim, the tribunal may award you compensation for:

- any financial loss; and
- injury to your feelings.

It can also make a formal declaration that you have been discriminated against and can make a recommendation to your employer. However, the tribunal cannot order the employer to reinstate you (give you your old job back) or re-engage you (give you another job).

You or the employer can appeal against the tribunal's decision to the Employment Appeal Tribunal (EAT). But you can appeal only on whether the law was applied correctly, not on whether you thought the tribunal's decision was fair. After the employment tribunal sends you the decision, if you wish to appeal you must send a notice of appeal to the EAT within 42 days.

You do not have to be represented by a solicitor or legal adviser at an employment tribunal or EAT. However, you may be able to get free legal help and advice, or funding to cover the cost of legal representation at an EAT, depending on your circumstances. See The Community Legal Service on page 23 for how to find out more about this.

Going to court

If you want to take a case to court, you must start your case within six months minus one day from when the discrimination happened. You can take a case to court if the disability discrimination is about:

- education at college or university;
- providing goods and services;
- a public authority;
- a private club; or
- selling, renting or managing property.

The court can give you copies of the claim form N1 and more information about procedures.

If your claim is against a service provider, landlord, public authority or private club, you can use a separate DL56 form, which is for use in the county court, before you start the claim. In county court claims, you must send the form to the other party so that it arrives within six months of the treatment you are complaining about, or within eight months if you have taken your claim to the Equality and Human Rights Commission's conciliation service. If the service provider replies to your questions, you can use that information to decide whether or not to bring a claim or to help prove your case in court.

How will I pay for my case in court?

If your claim is for less than £5,000, it usually counts as a 'small claim' and goes along the court's small claims track, which is far less expensive. Court rules encourage people not to use lawyers for small claims, so you are expected to present your own case. If you do choose to use a lawyer and you win your case, the court would not normally order the other side to pay the lawyer's costs. The same applies if the other side wins.

If you are claiming more than £5,000 it cannot be counted as a 'small claim'. You need to think carefully about how you will pay for your case, because the costs can be very high.

If you cannot afford to pay for court action yourself, there are several ways you may be able to get it funded:

- The Equality and Human Rights Commission may take on your case, perhaps as a test case.
- You may be able to get legal aid, provided you meet certain conditions. See 'The Community Legal Service' on page 23 for how to find out more about this.

- You may be able to find a solicitor who will take on your case under a 'no-win, no-fee' agreement. See the Community Legal Advice leaflet 'No-win, No-Fee Actions' for more about this.
- If you are a homeowner, you may have household contents insurance that includes cover for legal expenses.

Going to a special educational needs and disability tribunal (Sendist)

If you have a disabled child who you think has suffered unlawful discrimination, you can normally make a claim to a special educational needs and disability tribunal (Sendist). This tribunal can order the discrimination to stop, but it cannot order financial compensation.

However, if your complaint is about your child being refused admission to, or being permanently excluded from, a local authority-run school, you must complain to the local authority, not Sendist.

If you want to make a complaint to Sendist under the Disability Discrimination Act, you must send your complaint on the form called Notice of a Disability Discrimination Claim. This form is in the booklet 'Disability Discrimination in Schools: how to make a claim', which is available:

- from the Equality and Human Rights Disability Commission; or
- by phoning the Sendist service helpline.

See 'Further help' on page 22 for contact details for these organisations.

If you want to take a case to the tribunal, you must start it within six months minus one day from when the discrimination first happened. You must send your claim form to the tribunal, which will then decide whether it can deal with the claim.

If it can, it will send a copy of your form to the school you are complaining about. Both sides have 30 days to provide further information, called a 'case statement'.

The tribunal will then fix a date for a hearing. The whole process from starting a complaint until receiving a decision should take around four months.

You or the school can appeal against the tribunal's decision to the High Court. But you can appeal only on whether the law was applied correctly, not on whether you thought the tribunal's decision was fair. You have 28 days after the decision to start an appeal.

The appeal process is free and designed to be informal so that parents can present their case themselves. In practice, however, you may find it useful to get advice and help with preparing or presenting your case at the hearing. You may be able to get free legal help and advice, depending on your circumstances. See The Community Legal Service on page 23 for how to find out more about this.

The Human Rights Act

In the Human Rights Act 1998, there is a wide-ranging rule that includes types of discrimination not covered in other anti-discrimination laws. However, it can be used only when it is connected to one of the other 'articles' (the specific principles) of the Human Rights Convention, such as the right to 'respect for private and family life'.

Rights under the Act can be used only against a public authority (for example, the police, a local council or the Benefits Agency), and not a private company. However, all legal disputes on discrimination have to take into account what the Human Rights Act says. For more information, see the Community Legal Advice leaflet 'The Human Rights Act'.

Further help

Community Legal Advice

Provides free information direct to the public on a range of common legal problems.

Call 0845 345 4 345

If you qualify for legal aid, get free advice from a specialist legal adviser about benefits and tax credits, debt, education, employment or housing. Also find a high quality local legal adviser or solicitor.

Click www.communitylegaladvice.org.uk

Find a high quality local legal adviser or solicitor, link to other online information and see if you qualify for legal aid using our calculator.

The Equality and Human Rights Commission

phone: 08457 622 633

textphone: 08457 622 644

www.equalityhumanrights.com

The Special Educational Needs and Disability Tribunal (Sendist)

phone: 0870 606 5750

www.sendist.gov.uk

Special Educational Needs (SEN) Tribunal for Wales

phone: 01597 829 800

www.sentw.gov.uk

The Advisory, Conciliation and Arbitration Service (ACAS)

phone: 08457 47 47 47

www.acas.org.uk

DIAL

A network of 140 local advice centres for disabled people. To find your local centre,

phone: 01302 310123

www.dialuk.info

Disability Wales

phone: 029 2088 7325

www.disabilitywales.org

British Council of Disabled People

phone: 01332 295551

www.bcodp.org.uk

Disability Law Service

phone: 020 7791 9800

textphone: 020 7791 9801

www.dls.org.uk

Mencap

For people with learning disabilities

phone (England): 020 7454 0454

phone (Wales): 02920 747588

www.mencap.org.uk

Terrence Higgins Trust

For people living with HIV or AIDS

phone: 0845 12 21 200

www.tht.org.uk

The Community Legal Service

The Community Legal Service has been set up to help you find the right legal information and advice to solve your problems.

You can get help through a national network of organisations including Citizens Advice Bureaux, Law Centres, many independent advice centres and thousands of high-street solicitors. All these services meet quality standards set by the Legal Services Commission. Look for the Community Legal Service logo, shown below.

Many of the organisations offer some or all of their services for free. If you cannot afford to pay for advice, you may be eligible for financial support through the Community Legal Service Fund (legal aid). You can order leaflets about funding from the LSC leaflet line on 0845 3000 343. You can also use a legal aid eligibility calculator on the website: www.communitylegaladvice.org.uk.

*Community
Legal Service*



The Legal Services Commission (LSC)

The Community Legal Service and the Community Legal Service Fund are managed by the Legal Services Commission. To find out more about us visit our website at www.legalservices.gov.uk or find the details for your local Legal Services Commission office in the phone book.

legal services
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The leaflets are also available online at: www.communitylegaladvice.org.uk

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- G2 A Step-by-Step Guide to Legal Aid

18 Rights for Disabled People

The leaflets are also available in Welsh, Braille and Audio.

To order any of these leaflets contact the LSC leaflet line on 0845 3000 343 or email LSCLeaflets@ecgroup.co.uk or fax 020 8867 3225.



This leaflet is published by the Legal Services Commission (LSC). It was written in association with Andrew Short, a barrister at Outer Temple Chambers and specialist in discrimination law.



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