**Template letter 1 – my child does not have a radio aid (for families in England, Scotland or Wales)**

*[The website for your local authority should explain who you can contact to make a formal complaint – try a search for ‘complaints’ and the name of your local authority to find this page. The below is a template for you to edit and add in details about your child. Text in brackets should be removed.]*

Dear Sir/Madam

I am the parent of a deaf child.

I am writing to make a formal complaint about a failure by the local authority to provide auxiliary aids as a reasonable adjustment for my disabled child. I believe that the local authority is failing to comply with its duties under the Equality Act 2010.

I believe that my child would benefit from the provision of a radio aid, and that a failure to provide one places my disabled child at a substantial disadvantage.

A radio aid is a piece of hearing technology that provides my child with additional amplification. It makes it easier for my child to hear my voice clearly, above any other background noise. I am concerned that my child’s language and communication development will suffer if I am not provided with a radio aid to use at home.

*[If you have already tried a radio aid, you may want to add some text here to talk about the difference it made]*

I would like to ask you to reconsider the decisions not to make a radio aid available for me to use at home with my child. If you feel the provision of a radio aid would not be a reasonable adjustment, I would be grateful if you could clearly set out the reasons why.

I would also like to ask you to formally review the local authority’s approach around allowing parents to use radio aids at home with pre-school deaf children. The National Deaf Children’s Society believes that any such policy should meet the relevant quality standards[[1]](#footnote-1) and, in particular, that every deaf child should be considered for a radio aid at first hearing aid fitting. They also believe that any policy should ensure:

* parents have access to the information they need to make informed choices about when to try a radio aid with their child
* that they have the opportunities to try a radio aid at different ages
* that they receive training and support
* that insurance is **not** a condition of being allowed to use radio aids in the home and that there are no other unreasonable barriers in place.

Please ensure that the National Deaf Children’s Society is also informed of the outcome of this review. They can be contacted by emailing [campaigns@ndcs.org.uk](mailto:campaigns@ndcs.org.uk).

I would be grateful if you would investigate this complaint and provide a response within 28 days.

Yours faithfully

1. <http://www.ndcs.org.uk/document.rm?id=9697> [↑](#footnote-ref-1)