**Template letter 2 – my child has a radio aid which I had to buy myself (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. As a result, disabled children are being placed at 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.

*[you may want to add some text here to talk about the difference radio aids have made]*

I first made a request for a radio aid from the local authority on… *[provide details here on when you first asked the local authority if a radio aid could be provided and what the local authority said. If possible, provide copies of any emails or letters with the local authority on this].*

I believe that my child benefits from the provision of a radio aid. Out of concern for any my child’s development in language and communication, and not wanting to risk any delays, I have already purchased a radio aid. However, I believe that this should have been provided by the local authority.

I would like to ask you to explain why a radio aid was not made 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.

*[you may want to ask the local authority to pay you back for the radio aid – if so add in the following paragraph]* I would also like the local authority to refund me for the cost of the radio aid that I have already purchased.

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)