

Housing

Ombudsman Service

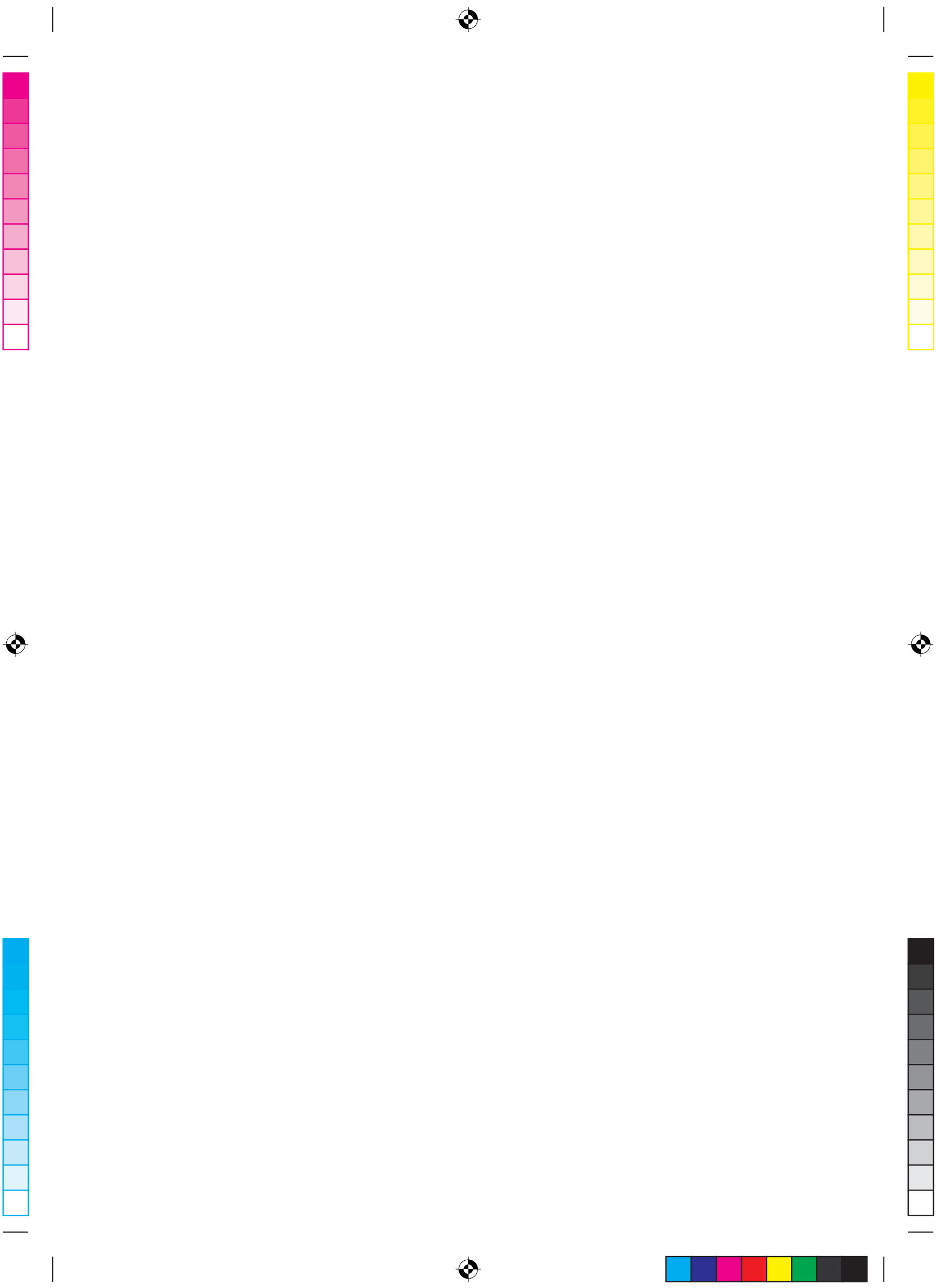
Making our services accessible to people with disabilities



This is an Easy Read version of
Reasonable Adjustments Policy.

13 November 2024

It is also available on our website.





We want to make sure that the way we work supports people with disabilities.

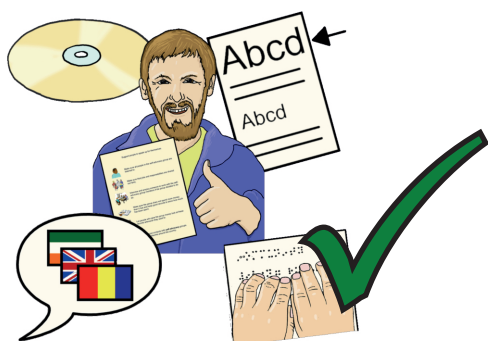


This plan is for people who use our services and is about:

- What we have to do by law.



- How we think about reasonable adjustments. A reasonable adjustment is a change we can make to help you use our service more easily.



- What we can do to make reasonable adjustments.

What we have to do by law



The Equality Act 2010 says we have to make reasonable adjustments for people with disabilities.



We have to make sure that someone with a disability who uses our service is treated fairly.



We can make changes to support someone with a disability to use our service.



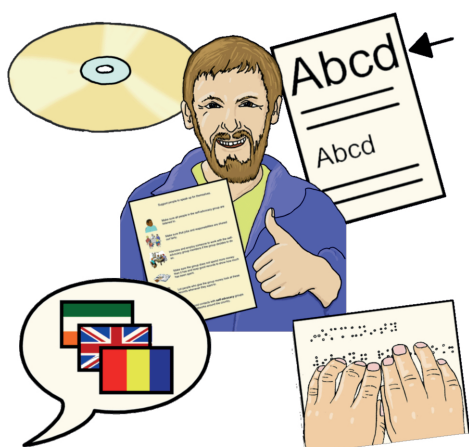
The law says the changes will depend on the person's needs.



The law says we can not wait until a person with a disability wants to use our service.



We need to think ahead about people's different needs and how we can meet their needs.



We will try and make our service accessible to all our customers.

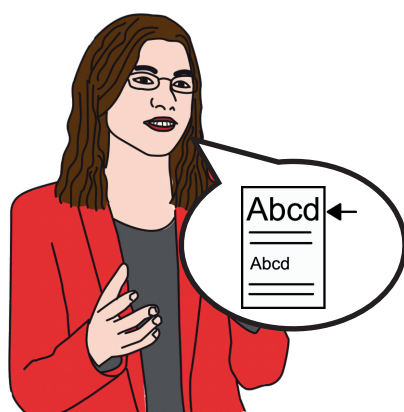
Asking for a reasonable adjustment



When you get in touch with us you must tell us what you need so we can try to help.



We will make a note of this.

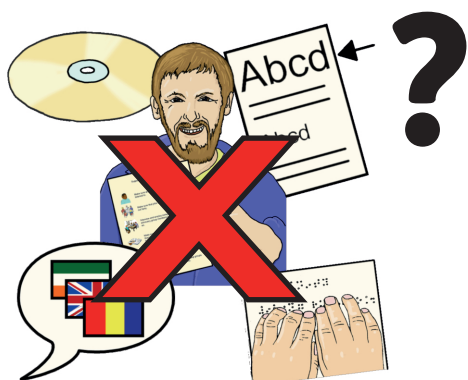


You can ask for a change at any time.



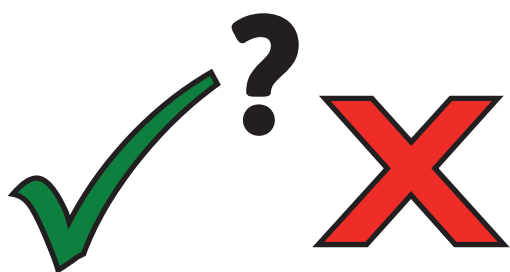
We may have our own ideas about changes to make our services accessible to you.

How we think about reasonable adjustments



Before saying yes to any reasonable adjustment we need to think about:

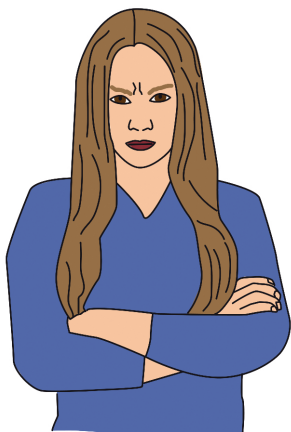
- what would happen if we did not make the change



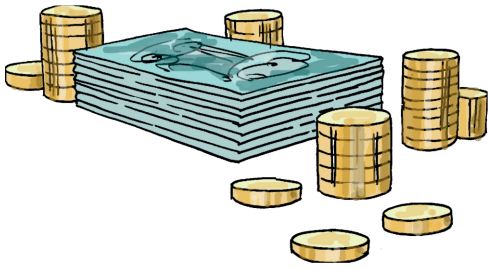
- will the change work



- how easy it is to make the change



- would the change have a bad effect on other things we do



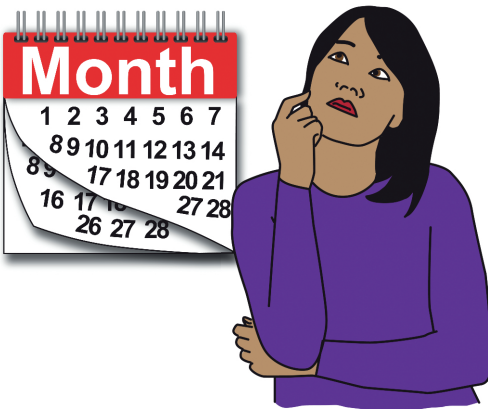
- the cost



- anything else.



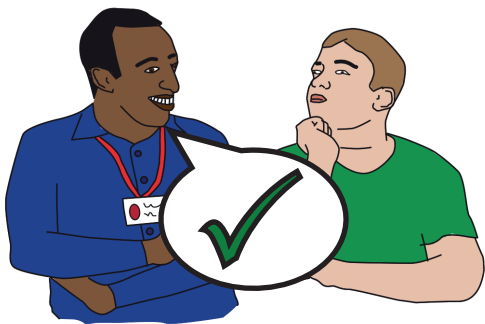
We will try to make any changes as soon as we can.



We may need longer to think about how we can make the changes.



We try to agree any changes with you so we get it right.



When we agree to make any changes we will tell you.

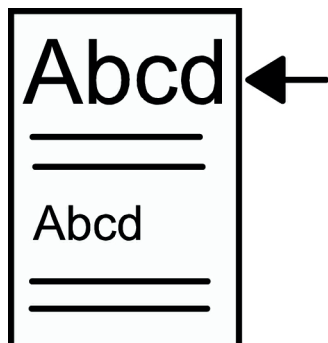


We will make a note of these changes so all staff will know.



When we do not agree to make any changes we will tell you why.

Some reasonable adjustments we can make



You can ask us to:

- use large print or a different colour



- call you on the phone



- use braille



- keep in touch through an advocate or someone you trust



- have one member of staff supporting you



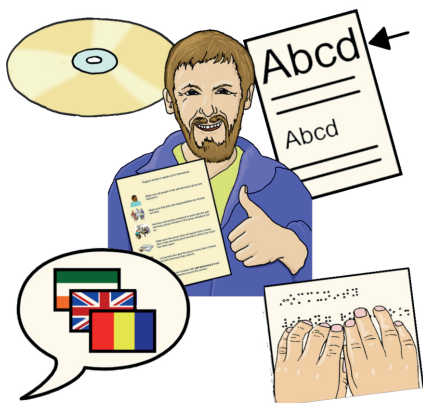
- use easy read



- use an interpreter if you use BSL



- give you more time when we ask for you to get back to us.

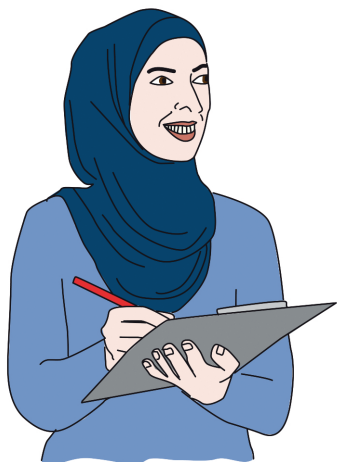


Other things we do

- We can put documents into different formats.



- Our staff know about making reasonable adjustments.



- We often check to see that we are doing ok.

Complaints



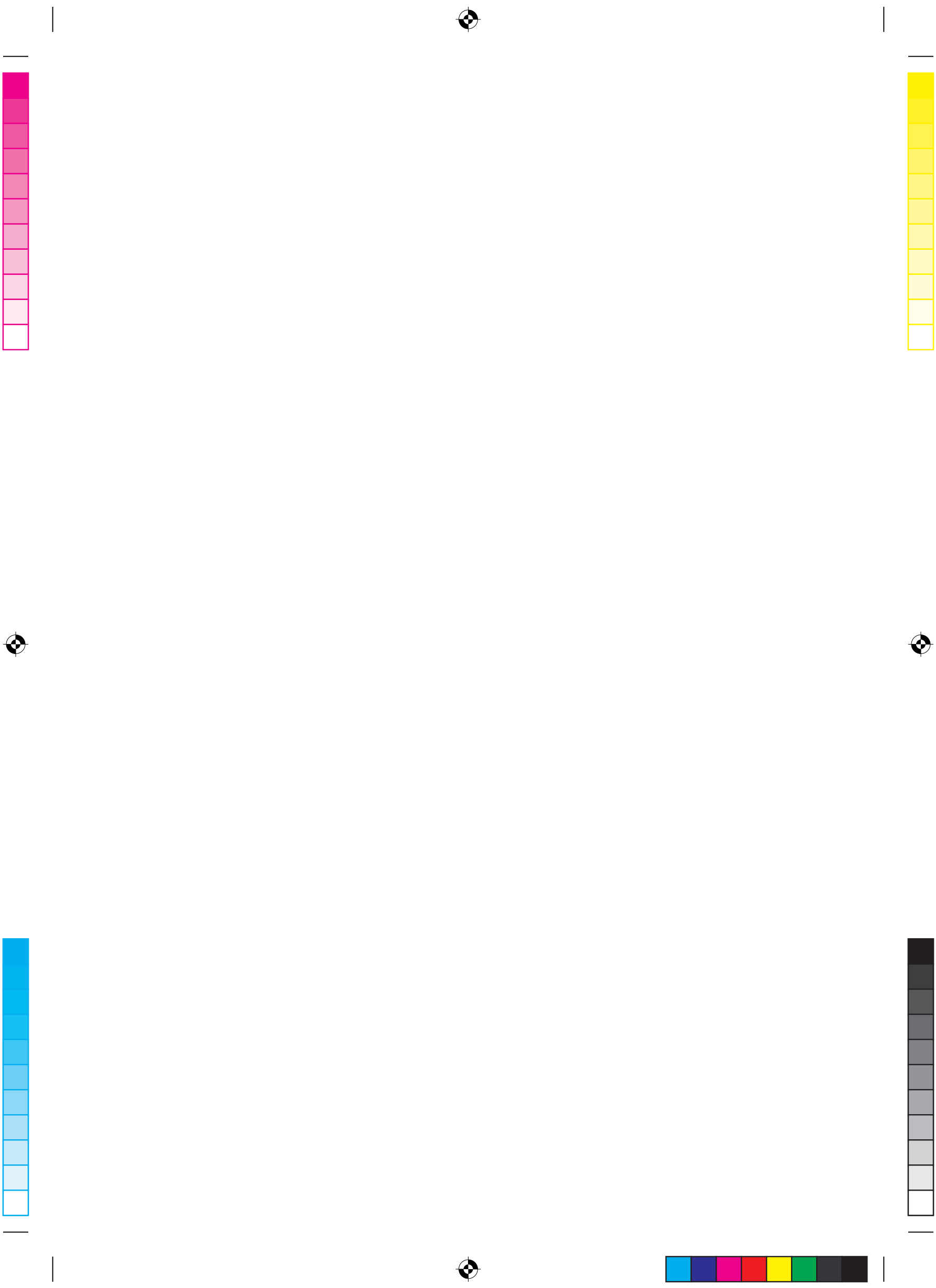
We hope you are happy with our service and the ways we make it easy for everyone to use.

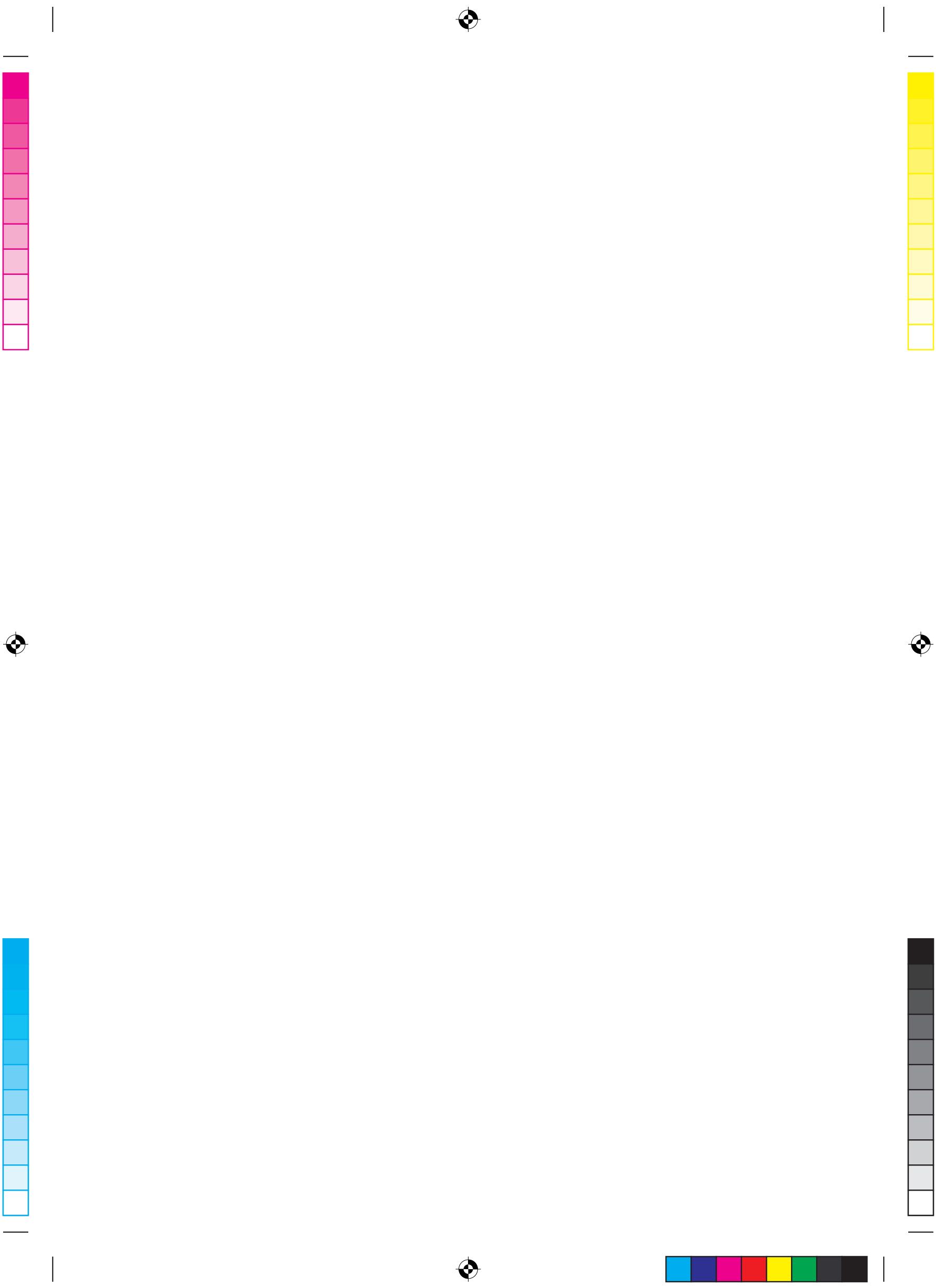


If you are not happy you can complain to us.



You can find out more on our website here:
www.housing-ombudsman.org.uk/contact-us







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