Template letter for bad access

[Address 1]

[Address 2]

[Address 3]

[Address 1]

[Address 2]

[Address 3]

[Date]

Dear [name of business manager]

I/We recently visited [name of shop and location] to carry out an access survey to find out how easy it would be for disabled people to visit. After completing the survey I/we have some suggestions about how you might be able to improve the accessibility of your business.

The following changes would help disabled people access your business:

• (Example 1)

• (Example 2)

• (Example 3)

Every day disabled people face barriers to doing day to day activities such as shopping, visiting the cinema, catching a train, paying their bills, using the bank, or having a drink in the pub. Despite the equality laws much of the UK remains simply inaccessible to many disabled people.

I/We are working with businesses to help put this right.

I hope that the points above are helpful.

Yours sincerely,

[Your name here]

Template letter for good access

[Address 1]

[Address 2]

[Address 3]

[Address 1]

[Address 2]

[Address 3]

[Date]

Dear [Name of business manager]

I/we recently visited [name of business and location] to carry out an access survey and had a really positive experience that I/we wanted to tell you about.

I found that your business has excellent access and caters well for the needs of disabled people. In particular, [insert details of something that stood out about this business].

Every day disabled people face barriers to doing everyday activities such as shopping, visiting the cinema, catching the bus, paying their bills, using the bank or having a drink in the pub. Despite equality laws, much of the UK remains simply inaccessible to many disabled people.

I/We are working with businesses and service providers to help put this right.

I wish to formally thank you for making efforts to ensure that everyone has equal access to your facilities.

Yours sincerely,

[Your name here]