

# ASSISTANCE DOGS



## Self Advocacy

by PAWtected CIC

# Introduction

## Who are we?

PAWtected CIC is a non profit organisation in the UK supporting owners to train and work their own assistance dogs. We were founded in 2017 and have worked with many teams during this time.

More information about our services can be found on our website at [www.pawtected.co.uk](http://www.pawtected.co.uk)

## About this booklet

This information booklet refers to British law.

Please be aware that information relating to the handler's rights and responsibilities will differ in other countries.

We have designed this booklet to be accessible and easily understood. For further information, please consider our "Assistance Dog Awareness" course which goes into more detail.

# Information

These resources are intended as a guide to help support your self advocacy. We appreciate that advocating for your rights can be incredibly challenging, therefore, we offer support to all of our members. We can either help you advocate for yourself or we can advocate on your behalf.

If you have tried self advocacy with no success, it may be beneficial to speak with an adviser such as Citizens Advice Bureau, Equality and Human Rights Commission or a solicitor.

When using these documents, please ensure that you change the details given in square brackets.

# Resources

We have provided the following letter/email templates:

- Follow up of access refusal
- Request for policy update
- Advance notice of attendance
- Assistance dogs in the workplace
- Assistance dogs and housing

[your name]  
[your address]  
[your phone/email]

[service providers name]  
[service providers address]  
[date]

Dear [insert name of person you are writing to]

Subject: Follow up on service refusal.

I attempted to access your service on [date] and was refused access.

The reason for this refusal given to me by [who gave the reason, e.g. manager, staff member] was [reason for refusal].

The Equality Act 2010 states that it is discrimination to treat an individual less favourably due to their disability and that you, as a service provider, have a legal obligation to provide reasonable adjustments.

Please inform me of what steps you will take to prevent this happening in the future.

I look forward to your response within 14 days.

Many thanks,

[signed]

[your name]  
[your address]  
[your phone/email]

[service providers name]  
[service providers address]  
[date]

Dear [insert name of person you are writing to]

Subject: Request for policy update.

I am looking to access your service, however I have noticed that your policy denies access to my auxiliary aid, assistance dog.

The Equality Act 2010 states that it is discrimination to treat an individual less favourably due to their disability and that you, as a service provider, have a legal obligation to provide reasonable adjustments. Requirements one and three apply to my circumstances. I am entitled to a change in a criteria or practice and the right to be accompanied by my auxiliary aid.

If you would like anymore information about the rights of assistance dog handlers in relation to service provision, the Equality and Human Rights Commission have a fantastic guide.

<https://www.equalityhumanrights.com/sites/default/files/assistance-dogs-a-guide-for-all-businesses.pdf>

Please could you amend your policy to make provisions for disabled people with assistance dogs.

I look forward to your response within 14 days.

Many thanks,

[signed]

[your name]  
[your address]  
[your phone/email]

[service provider name]  
[service provider address]  
[date]

Dear [insert name of person you are writing to]

Subject: Advanced notice

I am writing to inform you that I will be attending [what and when you will be attending] with my Assistance Dog.

The Equality Act 2010 states that I am entitled to reasonable adjustments, including being accompanied by an auxiliary aid, in this case my Assistance Dog. It would be discrimination to treat me less favourably due to my disability and I wish for my outing to be as smooth as possible. Please ensure that your staff are aware of this and that any needed accommodations are made [give details if needed].

Thank you for your understanding, I look forward to hearing your reply within 14 days.

Many thanks,

[signed]

[your name]  
[your address]  
[your phone/email]

[employers name]  
[employers address]  
[date]

Dear [insert name of person you are writing to]

Subject: Request for reasonable adjustment

It is very important to me that I do my job to the best of my ability, so I am writing to request accommodations that will allow me to accomplish that.

I have [disability], which affects [issues it causes]. The following changes can allow me to be the most effective employee.

The changes I am requesting are:

[list required changes in the format of: what you need and the work task it will help you accomplish]

I would be happy to discuss how we can implement these changes with as little disruption as possible.

Per the Equality Act 2010, when a disability puts an employee at a significant disadvantage, the employer has a duty to take such steps as are reasonable to avoid that disadvantage. I believe the requests I have made to mitigate my disability are reasonable and would be happy to discuss them further.

I await your written response within 14 days.

Many thanks,

[signed]



[your name]  
[your address]  
[your phone/email]

[Landlord name]  
[Landlord address]  
[date]

Dear [insert name of person you are writing to]

Subject: Reasonable adjustment request

I am writing to request accommodations with my housing.

I have a disability which is mitigated through the use of an auxiliary aid, my Assistance Dog. Per the Equality Act 2010, you have a legal obligation to provide reasonable adjustment, such as allowing an auxiliary aid and making changes to a policy which would treat me less favourably.

I believe that having an Assistance Dog on the premise is a reasonable adjustment and would be happy to discuss this with you further.

I await your written response within 14 days.

Many thanks,

[signed]

This publication and more are available for  
download at:  
[www.pawtected.co.uk](http://www.pawtected.co.uk)

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