Dear Sir/Madam/X,

**Bus Access Complaint – [Route, if writing a letter and not an electronic form]**

I am writing to complain about the above route [or insert date, time, bus stop and bus number if not already in the form].

I am a wheelchair user and I was refused access to the bus because other customers were in the wheelchair space. The Supreme Court in FirstGroup Plc v Paulley, as you will know, decided that bus drivers must ask customers to vacate wheelchair spaces and then pressure them to do so if they at first refuse. Transport for London also has a policy of giving wheelchair users priority in using the wheelchair space. Drivers should ask the buggy user to share with the wheelchair user if space allows. The buggy user should, otherwise, be asked to fold up their buggy to give priority to the wheelchair user. Drivers should call their route controllers for guidance if necessary. [check your local area and providers and edit accordingly.]

The bus driver, in my case, did not ask customers who were blocking the wheelchair space to move and just drove off without communicating with me. This is discrimination and violates the law and policy set out above. Acting in such a way also implies a lack of respect for wheelchair users and fails to treat us with dignity. This kind of issue also has a significant, adverse effect on us getting from A to B at the time we need to arrive and making connections. [edit to fit what happened to you; these are generic issues.] This has a negative impact on my independent living and makes my life much more difficult and stressful.

I would be grateful if appropriate action could be taken and I look forward to hearing from you.

Best wishes

[your name]