



Its The LAW ...

The Disability Discrimination Act 1995 (DDA)

The Act says that service providers may not discriminate against a deaf or hard of hearing person by refusing to provide a service or offering service of a lower standard or on less favourable terms, on the grounds of their hearing loss. Service providers must also make adjustments to the way in which they provide goods or services to enable deaf and hard of hearing people access to them. *Adjustments that require physical alterations to premises will need to be made by October 2004.*

Service providers must take reasonable steps to ensure that their policies, practices, and procedures do not make it impossible or unreasonably difficult for a deaf or hard of hearing person to use their services.

For a full copy of the act, please visit:

www.opsi.gov.uk/acts/acts1995/1995050.htm