

At the Service Complaints Ombudsman for the Armed Forces, we do everything we can to make it as easy as possible for people to access our services. But sometimes, due to a disability or health condition, people need us to make adjustments to the way we work. This factsheet sets out the key things you need to know about reasonable adjustment.

What is reasonable adjustment?

The Equality Act 2010 requires all employers and service providers to ensure that people are not disadvantaged due to a disability or long-term health condition. The way this is achieved is through reasonable adjustment. That means removing the barriers that prevent people with a disability or long-term health condition being able to work, or in the case of SCAOF, accessing services.

Examples of reasonable adjustment

There are a lot of different ways reasonable adjustment can be made. It will all depend on what the individual making the request needs. Some examples are:

- **Producing easy read documents and correspondence.** If someone has low literacy levels, they may need us to simplify the information we provide them.
- **Changing the visual appearance of documents.** Printing documents on certain colour paper, or changing the layout, can sometimes assist people with specific learning difficulties.
- **Contacting you at specific times or in a specific way.** This could be required if someone has difficulty concentrating or is fatigued at certain times of the day due to a disability or health condition. Or the adjustment could be the way that contact happens – perhaps a phone call instead of an email is required.
- **Giving you additional time to respond.** If someone has difficulty with processing information and concentrating for long periods of time, is actively unwell or is seeking treatment, then additional time to respond to correspondence may be required.
- **Helping you to complete your application form.** Our application forms are quite easy to complete, but if someone is having difficulty completing the form due to a disability or health condition then we may be able to assist further.

What is reasonable?

What is considered reasonable will depend on the specific circumstances of each request. Some of the things that will be considered are how:

- practical the adjustment is to implement
- much it will cost
- effective it will be

There may be times when we can't make the changes you have requested. This could be because it costs too much, or perhaps because treating people differently would make the whole process unfair. But we will consider all requests and try to find solutions that work.

What should I do if I need reasonable adjustments?

Let us know as soon as possible. We make space for this on all of our application forms, or you could phone and speak to a member of our team. We will then work to find a way to address your needs.

Where can I find more information?

[Equality and Human Rights Commission](#)

[SCOAF Reasonable Adjustment Policy](#)

Ombudsman's blog '[Reasonable adjustment: Making it easier for you to access our services](#)'

For more information about the Service Complaints Ombudsman visit our website www.scoaf.org.uk

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