Date

Dear

I am writing to make you aware of an incident that occurred with myself and my Assistance dog XXXXX when attempting to access your premises today.

On entering I was informed by a staff member that ‘Dogs are not allowed’.

I dutifully explained that XXXX was a trained Assistance Dog provided by the Charity Dogs for Good and in line with the 2010 Equality Act XXXX and I have joint rights to access your premises but the staff member in question was unwilling to listen and insisted I leave due to having my dog with me.

I’m sure this is just a misunderstanding on the staff member’s part and I am looking for you to reassure me that this is the case and in fact all Guide and Assistance Dogs are allowed onto your premises in line with the 2010 Equality Act.

You can find out more information about Assistance dogs and their rights by visiting [www.assistancedogs.org.uk](http://www.assistancedogs.org.uk/)

I look forward to your response.

With Kind regards

XXXXXXXXXXX