

Find out more

The law: You must ensure you have considered and made reasonable adjustments to your branch to comply with Part 3 of the Disability Discrimination Act (1995) which came into force in October 2004.

To find out more about the Disability Discrimination Act and how you can help customers, look at the Disability Action Centre website: www.royalmailgroup.com/dac or telephone 0114 241 4731.

Getting help: If you haven't already done so, the first step in identifying what you need to do is to complete a DDA self audit (obtainable from Swindon stores on 0845 600 0690, Item Misc 715).

Sub Post Office® branches which need help with funding to make physical changes may be eligible for a grant. You can get more information about the DDA grant from NBSC on 0845 601 1022, selecting option 3.



If you are a branch within a multiple chain, please draw attention to any access difficulties to whoever manages the property through the appropriate channels.

Supporting guides:



Note: The information contained in this leaflet and associated guides is intended for guidance only. Subpostmasters are responsible for all Disability Discrimination Act and health and safety issues on their premises. No changes should be made to the premises without the consent of the owner of the property.

Giving good service to customers with disabilities

Message from David Mills

Chief Executive Post Office Ltd and Chairman of the Employers Forum on Disability.

'I know that you, like me, care about serving customers with disabilities. I hope you will read this leaflet and the accompanying booklets. They offer straightforward practical advice on how to improve access for our customers.'



Twelve ideas to help you serve customers who have disabilities...

