Flat 1, The Terrace

Newtown

NW1 3TN

ABC Supermarkets

Supermarket House

Market Street

Derby DE1 3BY

30 March 2023

**Subject**: **Complaint Regarding Discrimination While Providing a Service**

Dear Mr Watson,

Please accept this letter as a formal complaint of a failure to make a reasonable adjustment by ABC Supermarkets.

I visited your supermarket in Newtown on 21 December 2023 to buy a few essential items. I spent a bit of time on the shop as I got a call from a friend which delayed my purchase. On my way to the counter, a security guard asked to see the inside of my bag. I hadn't seen the security guard check anyone else's bag. The store was mostly filled with white shoppers. I was the only black woman in the store from what I can tell. He checked my bag. I said I had a trolley with items I was purchasing and nothing from the store in my bag. After complying, he let me finish my purchase, but gave no reasoning as to why he suspected to be looking to steal something from the shop.

I was in shock, humiliated in front of everybody and furious that the clerk at the counter didn't intervene or say anything to defend me.

After gaining some confidence back again and having made the purchase, I asked the clerk to speak to the Store Manager, Anita who said there was nothing wrong with routine and “random” searches. The lack of dignity and respect that I was shown by your staff was totally unacceptable. I felt humiliated as a customer of colour at your store. I would have expected that your store would have been in a position to treat me fairly and without bias instead of being seen and judged as a potential thief.

The Equality Act 2010 states I am protected against unlawful discrimination by you as a service provider because of my race or ethnic origin.

Under the Equality Act 2010, as a service provider, you are not allowed to discriminate based on a person's race, colour, nationality, ethnic origins, caste is illegal in the UK. The Equality Act of 2010 [states](https://www.legislation.gov.uk/ukpga/2010/15/part/3) that a service provider "must not discriminate against a person" by "not providing the person with the service," "must not harass a person requiring the service," "must not victimise the person by not providing the service" or by "subjecting the person to any other detriment." Stores which do not comply could face civil enforcement procedures or be liable for a criminal offence, punishable by a fine of up to £5,000.

To resolve this issue, it may be that your stores needs to apply these measures:

● Regular training of staff on how to treat customers equally and root out unconscious racial biases, including reward system to encourage staff to showcase their fair treatment of people, regardless of race or ethnic origin.

● Regularly reviewing staff (including security personnel)'s treatment of people in store, including through camera footage and through customer feedback with dedicated questions about fair treatment based on race and ethnic origins.

● Having a policy in place to address customers' complaints about racial discrimination in stores, including forms available to customers in the store that they can file to complain and that are reviewed and addressed regularly by a dedicated team in the company.

I would like to be compensated for the harm that was caused to me. I would also like for the store to apologies and to pledge to train its staff to no longer discriminate against people based on their race, ethnic origins or any other reason. I would also like to receive tapes of surveillance footage of the incident. A failure to comply with this duty could be unlawful under the Equality Act 2010.

The regulation which I consider that you have failed to respect is fair treatment to me as a person of colour when shopping at your store.

I would like you to respond to me in writing within 14 days from the receipt of this letter with a view to resolving my complaint. In your response I would like you to explain why you failed to provide service in an unbiased way in the first place.

Yours sincerely