# Reasonable Adjustments Procedure

Lincoln’s Inn is committed to working in a way that is inclusive of all members and visitors. Reasonable adjustments, for those who need them, are important in helping us provide access to our services and facilities for all members and visitors.

This procedure sets out the range of reasonable adjustments available to members and guests using the Inn’s facilities and services and explains how to request them.

This procedure does not apply to our employees or our commercial or residential tenants, who should contact the [HR Department](mailto:hr@lincolnsinn.org.uk) or the [Estates Department](mailto:estateshelpdesk@lincolnsinn.org.uk) respectively.

### What is a reasonable adjustment?

Reasonable adjustments are changes to our services and facilities to help disabled people and those with temporary or long-term conditions to engage fully with the Inn, whether or not their condition falls within Equality Act definitions.

### Adjustments already in place

We have in place a number of adjustments to improve access to our services and facilities. These include:

* Step-free access to the Inn’s grounds and collegiate buildings (although advance notice is useful as some access requires support from our team)
* Hearing induction loop in the lecture theatre, Great Hall, and Library
* Height-adjustable desks in the Library
* Library PC with JAWS and Zoomtext to assist visually impaired users
* Menu options for those with allergies / dietary requirements (advance notice required)
* Accessibility toolbar, Recite Me, on the Inn’s website
* Use of alternative text on all images used on the Inn’s website

### Other available adjustments

We can also provide a range of other adjustments, including:

* Providing materials in a larger font or other accessible formats, on coloured paper or in different colour contrasts, or in a hard copy and / or digital format
* Providing transcripts of lectures and talks
* Providing closed captions during online events
* Adapting the format of training and assessment
* Providing designated car parking spaces close to collegiate buildings
* Arranging visits to the venue ahead of the event to enable an individual to familiarise themselves with the surroundings
* Access for assistance dogs
* Arrangements for members to bring someone to assist them
* Use of the Inn’s stair climber for buildings without step-free access

This is not an exhaustive list but includes some of the adjustments we have made in the past. All requests for adjustments will be discussed with the person making the request.

### How to request an adjustment

The earlier a request for a reasonable adjustment is made, the more likely we are to be able to provide it. Late requests may make it difficult to put some arrangements in place but we will always do our best to assist.

If you are a member of the Inn and want to have a general discussion about your needs and the adjustments we can make please contact the Membership Team at [members@lincolnsinn.org.uk](mailto:members@lincolnsinn.org.uk).

If your request relates to the use of the Library, please contact the Library at [library@lincolnsinn.org.uk](mailto:library@lincolnsinn.org.uk) or on 02072424371.

If you have any questions about parking or other access to the Inn’s estate, please contact the Gatehouse at [gatehouse@lincolnsinn.org.uk](mailto:gatehouse@lincolnsinn.org.uk) or on 02076935190.

For all other requests please either contact your usual contact for the service or facility you are using or our reception team at [mail@lincolnsinn.org.uk](mailto:mail@lincolnsinn.org.uk) or on 02074051393, who will direct your request to the relevant team.

When making your request, please provide as much detail as possible about your needs and the adjustments you would like us to make. You will be contacted by the relevant employee, who may need to seek clarification or discuss your needs further.

### Timeline

We will acknowledge your request within two working days and aim to review it within five working days. We may need to contact you for further information or to check whether our suggestions would be suitable.

We aim to deliver the final decision within ten working days of receiving your initial request. If we have less notice of your needs than this, then it will be more difficult to meet them, although we will do our best to assist.

### Records

If you are a member of Lincoln’s Inn, any reasonable adjustments will be recorded on your membership record. Non-member data will be stored in the relevant department’s systems. All data will be processed and stored in line with our [Data Protection Policy](https://www.lincolnsinn.org.uk/policies/).

### Monitoring and evaluation

We will record and monitor the reasonable adjustments that have been requested and made. This enables us to review the effectiveness of this procedure and helps us to identify how we can improve our services.

### Comments and complaints

The Inn is committed to providing an excellent standard of service. We welcome service users getting in touch with suggestions and feedback on how we can improve. Please provide any feedback to the relevant department or to [mail@lincolnsinn.org.uk](mailto:mail@lincolnsinn.org.uk).

If you are dissatisfied with the Inn’s effort to accommodate your request, please inform the person or department you have been liaising with and let us know how we can improve this. You may also make a formal complaint by following the steps outlined in the Inn’s [complaints policy and process](https://www.lincolnsinn.org.uk/wp-content/uploads/2023/11/Complaints-Policy-and-Procedure_November-2023.pdf). Please direct any questions about the complaints process to [hr@lincolnsinn.org.uk](mailto:hr@lincolnsinn.org.uk).

### Review of the procedure

This procedure will be reviewed at least every three years.