

Jamie Shields V Translink Ltd

Resolution of disability discrimination complaint prior to county court proceedings on 9 January 2017.

Summary

The Claimant is a person with sight-impairment. He alleged that he was treated rudely and less favourably when attempting to buy a ticket at a railway station. His impairment was not immediately obvious but he alleged that his attempts to get assistance from a ticket assistant in respect of reading a customer information time tabling notice proved unsuccessful and resulted in him feeling insulted and harassed.

On settlement of the case and without admission of liability by Translink the Claimant was compensated to the value of £500 in travel vouchers prior to the issuing of proceedings. The Respondent gave an unreserved apology for poor customer service on that occasion.

Translink also committed to continue their working relationship with the Equality Commission, looking specifically at customer service issues and implementing reasonable recommendations made by the Commission.