

# Your Right to Hear

## A Guide



### You have a right to hear

The Equality Act 2010 states that everyone should be treated equally. Venues, employers, schools and local authorities are among the organisations required to make “reasonable adjustments” to allow people with hearing loss to access services.

The Act requires service provider to provide information in an accessible format to everyone, so a hearing loop at a banking counter would be a “reasonable adjustment”.

Read more on legislation that affects your right to hear at: [www.contacta.co.uk/hearing-loops-legislation](http://www.contacta.co.uk/hearing-loops-legislation)

### What hearing loops do and where to find them



A hearing device amplifies all sounds. In noisy environments, this can make it extremely difficult for those living with hearing loss to distinguish speech, music or communication they are trying to hear.

A **hearing or ‘induction’ loop** amplifies the sounds people want to hear above frustrating background noise.

Sound is picked up by a microphone, and transmitted via a loop. Switching your hearing aid to the ‘T’ position converts this signal to speech.

Hearing or ‘induction’ loops should be available where you see this symbol:



### Look for hearing loops in these locations

- Waiting areas or help points
- Reception desks, banking counters and ticket offices
- Sales counters and checkouts in shops
- Classrooms and meeting rooms
- Places of worship
- Sporting venues, theatres and cinemas

If you can’t see any hearing loop signs, ask to see the manager or a senior member of staff.



### A venue doesn’t have a loop – what can I do?

Ask to see the manager or a senior member of staff. They can’t instantly provide you with a loop but making them aware they have a duty to make their services accessible to you will alert them to their responsibilities.

Businesses value customer satisfaction!

Speaking out could help the next person with a hearing impairment.

You can visit the Citizens Advice Bureau’s website for more information if you feel you’ve been discriminated against.

### A hearing loop doesn’t work!

If a loop has been installed it has to work, and work well, so you can actually hear the sound it is designed to amplify.

Staff might not be aware the loop is broken so let them know. They have a duty to maintain it and make sure you, as a customer or visitor, can hear.

### Sharing your experiences

Contacta supports Hearing Link’s ‘Let’s Hear’ campaign, empowering people to improve hearing experiences in local communities. You can become a volunteer loop checker or rate and review hearing loops in your local buildings.

Visit [www.hearinglink.org/lets-hear/](http://www.hearinglink.org/lets-hear/) for more information.