

# Reasonable Adjustments Policy

## Document properties

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| Version                | V1.0  |
| Owner                  | Professional Standards Policy Manager   |
| Approval body          | PRSC Board  |
| Date of approval       | 11 June 2026  |
| Supersedes when issued | <i>The Health and Disability Policy and the Protected Characteristics Policy</i>  |
| Date of issue          | 01 July 2026  |
| Formal review deadline | 01 July 2029  |
| Publication            | One AAT, <a href="http://aat.org.uk">aat.org.uk</a>   |
| Monitor and review     | <ul style="list-style-type: none"><li>• The Policy Review Group and the Policy Owner will review the policy on an annual cycle to ensure continued compliance.</li><li>• The Audit and Risk Committee will regularly monitor the effectiveness of all policies as appropriate.</li><li>• The formal review process will take place every three years.</li></ul> |

## Change control

| Date | Version | Page | Changes made (include rationale and impact on practice) |
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**Associated documents**

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*Code of Professional Ethics*

*Disciplinary Sanctions Policy*

*Disciplinary Regulations*

*Insolvency Policy*

*AAT Regulations*

*Continuity of Practice Policy*

*Licensing Regulations*

*Clients' Money Policy*

*Appeals Regulations*

*Professional Indemnity Insurance Policy*

*CPD Policy*

*Client Care Policy*

*Indicative Sanctions Guidance*

*Investigation of Complaints Policy*

*Publication Policy*

*Disciplinary Hearings policy*

*Criminal Convictions Policy*

*Civil Sanctions Policy*

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## 1. Summary and purpose

- 1.1 AAT is committed to ensuring that its regulatory, disciplinary, licensing, and tribunal functions are carried out in a fair, transparent, and accessible manner.
- 1.2 This policy sets out AAT's commitment to promoting accessibility for individuals with disabilities, protected characteristics, or serious health conditions, in accordance with the *Equality Act 2010*.
- 1.3 The policy establishes the principles that govern how AAT considers and applies reasonable adjustments across its regulatory activities, ensuring that individuals are not placed at a substantial disadvantage and that public protection and confidence in the profession are maintained.
- 1.4 This policy does not seek to explain how we will approach every situation; it is intended as a general statement of our policy. We acknowledge that reasonable adjustments are based on individual needs and circumstances and there is no one-size-fits-all approach.

## 2. Scope and applicability

- 2.1 This policy applies to all AAT regulatory functions, including but not limited to membership and licensing decisions, compliance monitoring, investigations, disciplinary proceedings, appeals, and tribunal hearings.
- 2.2 It applies to applicants, members (including licensed members), and members of the public engaging with AAT's regulatory processes.
- 2.3 This policy applies to all AAT staff, contractors, and decision-makers involved in regulatory activity, who must have regard to its principles when exercising their functions.

## 3. Terms and definitions

### 3.1 Definitions:

- **reasonable adjustment**, a proportionate change made to avoid placing an individual with a disability, protected characteristic, or serious health condition at a substantial disadvantage when engaging with AAT's regulatory functions, having regard to the *Equality Act 2010* and AAT's public interest and regulatory responsibilities
- **regulatory functions**, the functions exercised by AAT in regulating the profession, including decision making and enforcement activities, carried out in the public interest and in accordance with applicable legal and regulatory obligations
- **disabled people**, defined in the *Equality Act 2010* as a person who has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities
- **protected characteristics**, defined in the *Equality Act 2010* as:
  - age;
  - disability;
  - gender reassignment;
  - marriage and civil partnership;

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- pregnancy and maternity;
  - race;
  - religion or belief;
  - sex;
  - sexual orientation.

### 3.2 Roles and responsibilities:

- **Policy Owner**, ensure that appropriate records are maintained in relation to reasonable adjustment decisions. Providing advice and guidance on the interpretation of the policy.
- **Decision-makers and case owners**, ensuring that decisions on reasonable adjustments are proportionate, reasoned, and appropriately documented. Having due regard to this policy when exercising regulatory functions. Identifying where a provision, criterion or practice may place an individual at a substantial disadvantage
- **Professional Standards and Regulations management**, supporting decision-makers in complex, novel, or sensitive reasonable adjustment cases. Considering requests that may engage public protection concerns or the limits of reasonable adjustments. Ensuring consistency of approach across regulatory functions
- **All Staff**, being aware of this policy and its principles. Handling information disclosed in connection with reasonable adjustment requests sensitively and in accordance with data protection requirements
- **Professional Regulation and Standards Compliance (PRSC) Board**, seeking assurance that reasonable adjustments are applied consistently and in line with legal obligations.

## 4. Policy details

### Policy principles

- 4.1 AAT will let people know that we can provide reasonable adjustments, for example, in one the following ways:
  - 4.1.1 by including a paragraph in written communications (e.g., acknowledgement letters)
  - 4.1.2 by asking whether an adjustment might be required over the telephone
  - 4.1.3 by including a note in published documents indicating that AAT can provide the document in an alternative format on request
  - 4.1.4 by publishing this policy on our website
  - 4.1.5 by working with key representative groups and others to raise awareness of this policy.
- 4.2 AAT will consider reasonable adjustments where a provision, criterion, or practice places an individual with a disability, protected characteristic, or serious health condition at a substantial disadvantage.

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- 4.3 Adjustments will be considered on an individual basis, taking account the nature of the disadvantage, the effectiveness of the adjustment, proportionality, and AAT's public interest responsibilities. Decisions relating to reasonable adjustments will be appropriately recorded, including the rationale for any refusal or limitation of an adjustment.
  - 4.4 AAT will not treat the existence of a disability or health condition, in itself, as misconduct or grounds for regulatory action.

#### **Limits of reasonable adjustments**

- 4.5 AAT will not agree to adjustments that would fundamentally alter its statutory or regulatory responsibilities, compromise public protection, or undermine the integrity or fairness of regulatory processes.
- 4.6 Where immediate risks to the public arise, AAT may prioritise protective action while seeking to support affected individuals through appropriate adjustments where possible. This may include regulatory action under AAT's *Licensing Regulations* and/or *Disciplinary Regulations*.

#### **Confidentiality and data protection**

- 4.7 Information disclosed in connection with reasonable adjustment requests will be handled sensitively and in accordance with applicable data protection legislation.
- 4.8 Access to such information will be limited to those who need it for the purposes of applying this policy and conducting fair regulatory processes.

## **5. Monitoring and audit**

- 5.1 The Audit and Risk Committee is responsible for monitoring compliance with all aspects of policies.
- 5.2 If you are aware of any deviations from the policy, or breaches of process, it must be documented and reported to the policy owner and/or Company Secretary at [company.secretary@aat.org.uk](mailto:company.secretary@aat.org.uk) and, where appropriate, with recommendations for corrective actions or improvements.