

Subject: Formal Complaint Regarding NHS App Accessibility Failures & Neurodivergent Discrimination

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To: NHS Digital / NHS App Technical & Support Team

CC: CQC (Care Quality Commission), Equality and Human Rights Commission, My Legal Representative

I am writing to lodge a formal complaint regarding the NHS App's systemic inaccessibility and failure to provide reasonable adjustments for neurodivergent individuals, including those with ADHD, autism, Asperger's syndrome, and learning disabilities.

This message is being logged as part of a formal record and may be used as legal evidence.

Key Issues:

1. **Design Anti-Pattern – Critical Help Hidden**
Essential features such as complaints, abuse reporting, technical failure support, and escalation are buried under vague, ambiguous headings. This is hostile to users with executive dysfunction or cognitive overload.
 2. **No Visible Emergency or Complaint Button**
There is no immediate or bold option for urgent complaints, safeguarding, or legal redress. Users must dig through multiple categories.
 3. **No Direct Contact Email Listed**
The NHS App fails to provide a clearly visible support email address or escalation point, despite being a government-critical digital service.
 4. **Fails to Comply with Accessibility Expectations in 2025**
This layout is not compliant with modern accessibility standards and actively excludes those with neurodivergent needs.
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My Demands:

1. An urgent redesign of the NHS App interface to introduce:
 - A bold, top-level "Emergency Help / File a Complaint" button.
 - Neurodiversity Mode: Simplified view with single-click support and cognitive-friendly layout.
 - Clear, plain-text email and support phone options on the homepage.
2. An internal investigation into the design process and how accessibility testing has failed this badly in 2025.
3. A formal apology and acknowledgement of this failure.

4. Immediate provision of a direct contact for further correspondence on this matter.
 5. I reserve the right to escalate this to legal action and claim compensation for psychological harm, digital exclusion, and negligent system design, valued at **£1 million GBP** if no satisfactory response is received.
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Evidence Provided:

- Screenshots showing poor layout.
 - Witness statement (this document).
 - Proof of distress, digital inaccessibility, and lack of engagement tools.
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You are formally notified that this message may be used in court or regulatory review.

Sincerely,
Nnamdi Michael Okpala
15 Evesham Way
705 525 6151
okpala@protonmail.com
29/05/2025

Please confirm receipt of this complaint within 7 days. Failure to respond or gaslight the issue will be treated as bad faith.