

# COMPLAINT TEMPLATE:

## REGARDING LACK OF GENDER-NEUTRAL

### TITLE OPTION - MX

Many non-binary people often prefer to use a gender-neutral title like Mx because to use a gendered title (Mr, Mrs, Miss, or Ms) feel uncomfortable and wrong. Maybe you feel the same? Or do you see other people unhappy about this and want to help? Do you want to complain to a place like Argos because they force you to use a gendered title but don't know what to say?

We have created a complaint template for you to use. You can copy and paste (after you delete bits **highlighted yellow** that don't apply), download or use it to help you write your own complaint.

This complaint template is based on information provided by The Genderqueer Activist (<https://mxactivist.tumblr.com/>) and Include\_Mx ([https://www.instagram.com/include\\_mx/](https://www.instagram.com/include_mx/)).

#### EXPLAINING COMPLAIN STRUCTURE

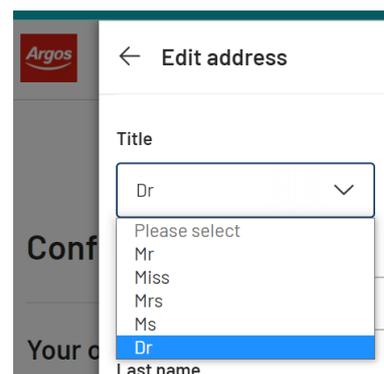
To whom it may concern,

I am writing to complain because you did not offer a gender-neutral title like Mx or a write-in option on your form.

Start by explaining why you are complaining in one or two lines.

I have included a screenshot of your title options dropdown menu for you to see.

Add a screenshot of the title options you are talking about as evidence here. Try to include their



logo or business name in the image too. The one used here is from Argos. The options listed are all gendered except for one. [Dr is a professional title that can be only used by those who have earned the right to use it.]

You might need to delete or change the sentence about Dr title as the options given is different everywhere. Some places might have a lot of choices e.g. Lord, Sir, Lady etc – they are all gendered. You don't need to talk about those if you don't want to.

I find the lack of options disappointing as this forces me to either misgender myself/others (delete as appropriate) or lie to use the only gender-neutral title available.

Is this how you feel? You can leave it, delete it, or change to fit your view.

The title Mx is both gender-neutral and gender-inclusive as this allows anybody of any gender to use it. This title is widespread and is a valid option used by DVLA (Driving and Vehicle Licensing Agency), HM Revenue & Customs, DWP (Department for Work and Pensions), NHS (National Health Services)<sup>i</sup> as well as Nationwide, River Island, and Wilko<sup>ii</sup>.

The places listed here already use Mx, Misc. or allow you to write in your title or let you leave it blank. The sources are listed at the bottom of this page in case they want to check this.

Will you move with the time and join them too? Better yet, do offer the option for us to write in our title or leave it blank as desired as not everybody wants to use a title.

This part asks them to include option to use Mx or to allow people to choose their own title or leave it blank if they want.

I am / The person this was for is (delete as appropriate) non-binary, which means I am / they is (delete as appropriate) not a woman or man. So, a gendered title like 'Mr' or 'Miss' is wrong for me/them (delete as appropriate).

This part gives a short explanation of what is non-binary. You could write what being non-binary (or other term e.g. genderqueer, agender etc.) means to you.

According to GDPR - you are required to store accurate information about me/them (delete as appropriate), so for you not to provide a gender-neutral title is breaking the law under the Data Protection Act 2018.

GDPR is a set of rules that all businesses have to follow. They have to make sure all personal information (like your name, address, date of birth etc) are accurate and kept safe. If Mx is the correct title, then they are breaking the law because forcing you to use the wrong title means their information is false.

I hope you understand that it is necessary and appropriate for you to add the title Mx (or a write-in option) to your online form soon.

This part sums up the complaint by saying you hope they understand why they need to add gender-neutral title Mx or a write-in option.

I look forward to hearing from you within one month with an agreement to resolve this issue.

You can set the time limit to encourage them to respond to your complaint before you complain again if you want.

If you are unwilling or unable to comply, I will then complain to the ICO.

This last line is optional. You can delete it if you want.

If they refuse to add Mx to title options, then you can complain to ICO - <https://ico.org.uk/>. ICO is responsible for making sure businesses follow the laws.

Yours faithfully,

**Mx First Name Surname**

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<sup>i</sup> [https://nonbinary.wiki/wiki/National\\_Government\\_\(UK\)](https://nonbinary.wiki/wiki/National_Government_(UK))

<sup>ii</sup> [https://www.instagram.com/include\\_mx/](https://www.instagram.com/include_mx/)