First ask yourself:

**Who am I writing to?**

**What is the purpose of my letter?**

Use the frame below to jot down all the points you want to include in your letter.

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| --- |
| Who is the letter to? (Be specific.)  |
| Why are you complaining?  |
| What evidence do you have?  |
| What would you like them to do?  |
| When do you want them to respond? |
| How do you want them to get in touch withYou? |