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 with  You? |