Refusal letter — before / after

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

Document issued on 09/11/2026

612 sent · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **The tone of a refusal letter is not a readability criterion.** Three wordings are offered; none is recommended.

What the current letter says

"We have the honour to inform you that, following examination of your file against the criteria laid down by the resolution of the municipal council dated 14 March 2024 concerning the conditions for awarding discretionary support, your application could not be granted."

What the proposed version says

"Your application for support is refused.

The reason: your income exceeds the ceiling set for this support. That ceiling is set by the municipal council resolution of 14 March 2024."

Eleven words against thirty-four, and the word "refused" on the first line. It is that last difference that is a judgement, not the length.

What the current wording has produced

Finding	Count	Out of
Residents who came back believing it was pending	**6**	612 letters
of whom let the appeal deadline pass	**2**	6

Six out of six hundred and twelve is few. They are six people who waited for nothing, and two who lost a right of appeal while waiting.

Three wordings, and what each leaves ambiguous

Wording	Remaining ambiguity
"Your application is refused."	**None**
"Your application cannot be accepted."	Slight — can read as "not yet"
"Your application could not be granted."	**Real — read as a postponement by 6 residents**

Wording chosen: ☐ 1 · ☐ 2 · ☐ 3 · ☐ other: ..... · **decided by:** .....

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