Plain language and easy read — the rule, the review, and the 19 rejections

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Versions produced for the 11 reference answers, minutes of the review group · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for the demonstration. **This attachment publishes a third figure unfavourable to the agent: 22.6 % of easy-read versions rejected at the start. No easy-read version goes out before the review group validates it — the people concerned are the ones who know whether a text reads.**

What the agent produces, for each of the eleven answers

Output	Rules applied	Status
Plain-language version	Short sentences, one idea per sentence, everyday words, legal term kept and explained next to it	**Reread by the service**
Draft easy-read transcription	One piece of information per line, no metaphor, no undefined acronym, one illustration per concept	**Submitted to the review group**

Output	Rules applied	Status
Review by the group	First 84 versions reviewed and 19 rejected, then fixed; next 52 versions, 3 rejections	**Reread by the service**

Who is concerned, and how they show up in the log

Indicator	Value	Reading
Enquiries from people who do not read French fluently or struggle with administrative writing	**1,240 out of 9,400 — 13.2 %**	**Spotted by repetition, not by any characteristic of the person**
Return visits on the same topic, before	**2.4 times per person**	**A correct answer nobody understands comes past the counter three times**
Return visits on the same topic, after the move to plain language	**1.3 times per person**	—

The published gap: 19 rejections out of the first 84 versions — 22.6 %

Reason for rejection	Number	Share of the 19
Conditional argument kept — « if you are in this situation, then… »	**16**	**84.2 %**
Illustration judged ambiguous	2	10.5 %
Legal term kept with no explanation alongside	1	5.3 %

The cause, and it is not an excuse: I was writing correct and unreadable. A conditional sentence is legally right and unusable for someone who has to decide what to do tomorrow. **The easy-read rules require the condition to be split into separate situations, each with its own heading.**

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Before — rejected	After — validated
« If you are on a fixed-term contract and the relationship continues past its end date, then the contract becomes permanent. »	**« You have a fixed-term contract. »** / **« Your contract has ended, but you are still working. »** / **« Then your contract becomes a contract with no end date. »** — three blocks, three headings

After the fix	Versions produced	Rejections	Rate
Since the move to blocks	**52**	**3**	**5.7 %**

Easy-read versions validated by the review group, on: _____

Request a demo with your own documents

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.

https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-appui-inspection-travail

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.

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