



Decision letters — award, refusal, request for documents

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

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On the department's templates · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The refusal is the most carefully written letter**, because it is the one that gets challenged — and a refusal that explains its criterion leaves less room for misunderstanding.

What a draft refusal carries

Element	Wording used	Why
Criterion not met	Quoted in plain terms in the words of the rules, with the resolution and its effective date	The applicant knows which rule they are judged on
The file's value opposite the criterion	"The closed financial year presented covers 9 months, the rules require 12 months"	A refusal with figures is understood, a refusal in administrative language is not

Element	Wording used	Why
What the applicant can do	Refile, when and in what form	A refusal is not a closed door
Other eligible scheme	Named when there is one	61 of the 214 refusals of the quarter — 43 applicants filed for it
Routes and time limits for appeal	Always	The applicant's right

What a draft award carries

Mention	Content	Measured effect
Amount awarded	With the detail of the calculation	—
Payment schedule	Dates and conditions	—
Documents required for the balance and date expected	Listed by name	Balance requests complete first time: 46 % → 88 %

What that changes

Measure	Before	After
Time to notify a decision	24 days	3 days
Informal appeals against unfavourable decisions	14 %	5 %
Nature of the remaining appeals	Misunderstandings and disagreements mixed	Genuine disagreements, with a file already reasoned to answer them

The signature stays with the competent authority: it is what makes the decision open to challenge, therefore defensible before the administrative court as before the public accountant.

What is proposed next

Measure	Basis	Status
Review of the three templates with the department's legal officer	214 refusals of the quarter	7 wordings picked out from appeals, 7 rewrites ready

For the department to settle

Date of the template review with the legal officer: _____

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