# 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** |



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**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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