Reply to a complaint — four versions become one

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

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640 complaints reread · 612 covered · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. Residents, accounts and readings invented. **No amount is recalculated: the figures are taken from the account statement, with its date.**

The most frequent motive, and the four replies it used to receive

Version found in the archive	What it said	Occurrences
Version 1	Referral to the service rules, without a calculation	231
Version 2	Detailed calculation, without mention of the route of appeal	188
Version 3	Goodwill gesture offered, without a resolved basis	**96**
Version 4	Referral to the water operator, without a substantive answer	125

Rereading the 640 complaints in a single pass brought out what no file shows on its own: four residents in the same situation received four different replies. The single reply, set against the rate resolution, covers 612 of the 640 complaints without a single change — that is equal treatment, and it can be checked line by line.

What every reply now carries

Element	Origin
The fact	Meter reading and date of change, taken from the file
The applicable rule	**Rate resolution, with its date**
The calculation	**Taken from the account statement, never recalculated**
The route of appeal	Wording from the drafting charter, now applied
The statement of preparation by a digital assistant	Systematic

The remaining 28 complaints are particular situations: they are **handed over drafted** to the writer, file documents alongside, with **the exact point to settle** placed at the top. **During the trial quarter, they went back out within 4 hours instead of 21 days.**

Single reply approved by: _____ · Date: _____

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