Letters to service users — plain language and a settled easy-read version

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340 letters reviewed, 18 formulas rewritten · 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. **No information is changed:** what changes is the wording. *Easy-read means short sentences, one message per sentence, everyday words rather than administrative ones.*

The most frequent formulas, and what they become

What used to be written	What is written now	Why
“Your request has been forwarded to the competent department”	**“Your request is with the water department. They will reply to you before 12 March.”**	**The person learns what, who and when**
“Failing a reply within the allotted time”	“If we do not have your document before 3 April, the file will be closed. You can reopen it.”	The consequence is stated, and it is reversible

What used to be written	What is written now	Why
“It is incumbent upon you to produce the required documents”	**“Send us these two documents: …”**	A list is worth more than an obligation
… and 15 further formulas revised	—	Same logic: say what happens, when, and what must be done

What every letter now carries

Element	Content
What was decided	**In one sentence, at the top**
The date by which the person will hear back	**A date, never “as soon as possible”**
The department to contact	Name, number, opening hours
Easy-read version	**Sent at the person's request**
Rereading of the easy-read version	**Settled by the executive secretariat before any dispatch — the 18 formulas, a little over two hours in all**

The result measured over the quarter

Measure	Before	After	Reading
Call-backs asking for a letter to be explained	**96**	**29**	**That many calls the secretariat no longer takes**
Letters left unanswered although a document had been requested	**41 out of 214**	**17 out of 227**	**24 files that moved forward instead of stalling**

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Measure	Before	After	Reading
Letters sent in easy-read on request	—	**34**	**Without a single line of information changing**

Non-take-up is exactly that: an open entitlement never claimed because the letter was not understood. **It shows on no dashboard** — the 24 files that moved forward are its only measurable trace.

> **What is proposed:** that the 18 rewritten formulas go into the body's templates — **for the 340 letters to service users as well as for the 900 the directorates send on their own.** One hour of review, and 1,240 letters going out clear without anyone thinking about it again.

For the body to settle

Officer designated to settle the easy-read versions of the letters to service users: _____

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> https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-secretaire-de-direction

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