12 RULES FOR WRITING GREAT LETTERS
Adapted: Wright’s Law  www.wrightslaw.com

1. **Ask:** Why am I writing? What do I want?

2. First letters are always drafts.

3. Allow “cooling off” and revision time.
   - Never send therapeutic letters. “Glad I got that off my chest!”

4. You are negotiating for services.
   - Share your information, not your wish list or bottom line.

5. Never threaten. Never tell them what you are going to do.
   - Maintain “the fear of the unknown.”

6. Assume you will **not** be able to resolve your dispute.
   - This is key to good letter writing. Can serve the child later.

7. Make your problem unique.
   - Avoid: “we always handle situations like this, this way.”

8. Assume you are writing to a stranger, not the school.
   - Sell the stranger on the justice of your cause.

9. Use your brain. Don’t ventilate anger, frustration or emotion.
   - Resist the urge to take cheap shots.

    - Don’t say: “what a jerk!”
    - Provide information logically. Let the stranger conclude: “what a jerk!”

    - Don’t broach the main issue in the first paragraph. Weave in the facts.

12. Write letters that are clear and easy to understand.
    - Create a positive impression.