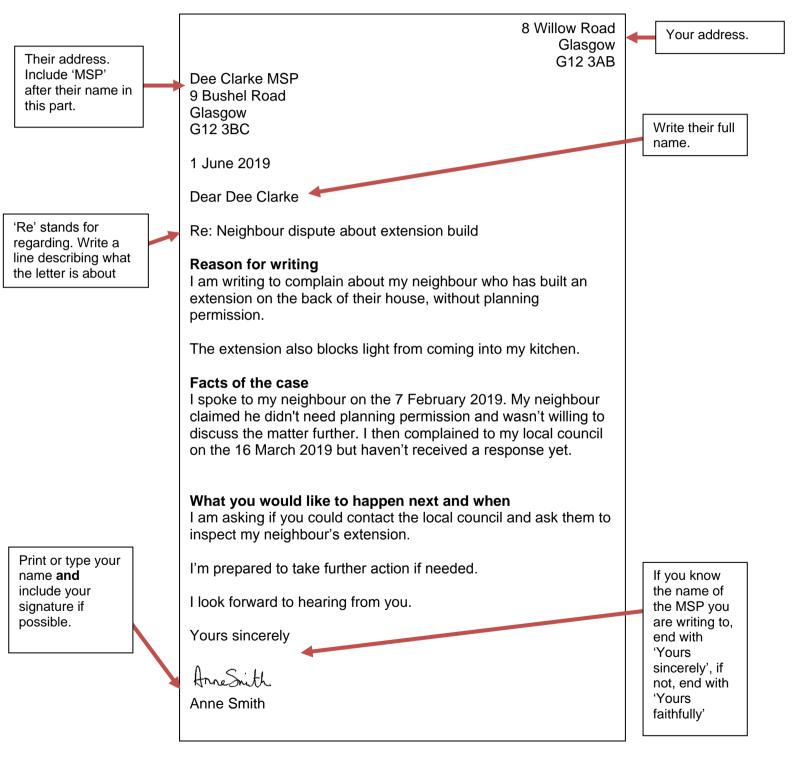


How to write to your local councillor or MSP

You can either send your MSP a letter in the post, or you can email them. You can find their contact details on <u>https://www.writetothem.com/</u>.





What to say in your letter

Before you start, note down the:

- **outcome you want** for example, for your MSP to put pressure on the local council
- main points you want to say include relevant dates and times, and how you've been affected
- steps that have already been taken, like phone calls or discussions
- relevant laws, policies or government guidance.

Use these notes to help you write the letter.

It can help to break the letter down into three parts:

- a beginning that explains why you are writing
- a middle section that gives detail and facts
- an end section that says what action you expect and when you expect to get a reply.

Your letter is more likely to get the outcome you want if it includes all relevant information and makes it clear to the reader what they've been asked to do next. It's important that the reader is clear who sent the letter and how to get in touch with you. State your case simply and clearly. Stick to the facts.

Signing off and checking

Close your letter with a final sentence like:

- I thank you for your assistance
- I look forward to hearing from you.

Then end the letter with your signature and name.

Don't forget to read it over and check that you've included everything you wanted to say. If you've used a computer, run the spell checker to check for typing errors. It's usually a good idea to get someone else to check it for you as well, if you can. They may spot things you've missed.

Кеер а сору

Make sure you sign, date and keep a copy of the letter. You may need to refer to your letter again or provide a copy as evidence of action you've taken.

Including other documents

You can include copies of other documents, if you think it will support your case. For example, you may want to include copies of title deeds or repair bills. Only include copies and keep the originals for yourself. Make sure you mention what you have enclosed in your letter.

www.citizensadvice.org.uk/scotland



Further help

Citizens Advice Bureau

Citizens Advice Bureaux give free, confidential, impartial and independent advice to help you solve problems. Find your nearest CAB at <u>www.cas.org.uk</u> or check in your phone book.

Last updated: 13 May 2019. This fact sheet is reviewed regularly. The law changes frequently. To confirm you have the most up-to-date version, download the fact sheet from <u>www.citizensadvice.org.uk/scotland</u> or contact your local Citizens Advice Bureau.

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