Scrhoz

Letters That Get Results Prompt Pack

Prepared by Dan Rivers | Scrhoz

15 simple prompts for the letters and emails that sort things out: a complaint, a refund, a cancellation, a repair, a deposit, a resignation, an appeal, and the follow-up when nobody replies.

How to Use This Pack

- Copy a prompt, paste it into any AI assistant (ChatGPT, Claude, Gemini or similar), and replace each [BRACKETED] part with your own details.
- Keep it factual. Dates, amounts, order numbers and what you've already tried are what make a letter work. Leave account numbers and personal ID numbers out of the chat, and add them to the final letter yourself.
- A firm letter can stay polite. If you'd like one to sound softer, Isla Baird's Say It Kindly Prompt Pack has a "Make It Calmer" prompt and others for the gentler end of the same job.
- Rules, time limits and your rights differ by country and by contract. Fill in [COUNTRY] where it appears, check the details with an official or independent source, and keep a copy of everything you send.

Note: These prompts help you draft letters. They are not legal advice, and AI can get rules, deadlines and rights wrong. Check the details with an official source or a qualified adviser in your country, especially for tenancy, employment and formal appeals. Letters to banks and lenders about money you owe are covered by the Debt Conversations prompt pack instead.

Complaints and Refunds

1. Set the Ground Rules

> For this conversation, help me draft formal letters and emails. I'm in [COUNTRY]. You can't know my local laws, contract terms or time limits, so don't state any as fact. Where a rule or a deadline matters, write [CHECK LOCAL RULE] and tell me what to look up. Keep the tone firm, factual and polite, and keep my personal details as placeholders. Ask me for any missing facts before you write. Reply with "Ready" and wait for my first request.

Tip: Paste this first in each new chat. The AI doesn't carry it over.

2. Complain About a Product or Service

> Write a complaint letter to [COMPANY] about [PRODUCT OR SERVICE]. What happened, in order, with dates: [FACTS]. What I've already done: [E.G. PHONED ON A DATE, EMAILED ON A DATE]. What I'd like them to do: [OUTCOME]. Keep it factual and under [250] words, with no insults, and ask for a reply by [DATE]. Leave a placeholder for my order or reference number.

Tip: Say exactly what you want. A clear request is easier to say yes to.

3. Ask for a Refund or Replacement

> Write a letter asking [COMPANY] for [A REFUND / A REPLACEMENT / A REPAIR] for [ITEM], bought on [DATE] for [AMOUNT] ([HOW I PAID]). The problem: [DESCRIBE]. What I've tried: [NOTES]. Say politely that I expect a response by [DATE], and list what I'm attaching: [RECEIPT, PHOTOS]. Don't quote any laws. Where one may apply in [COUNTRY], write [CHECK LOCAL RULE].

Tip: Attach the receipt and a photo. It saves a round of emails.

4. Escalate When You Get No Reply

> I wrote to [COMPANY] on [DATE] about [ISSUE] and either heard nothing or got an answer that didn't solve it: [SUMMARY]. Write a second letter to [A MANAGER / THE COMPLAINTS TEAM] that sets out the timeline in a few lines, says what I'm asking for, and says what I'll do if I haven't heard by [DATE], such as contacting an independent complaints body. Don't threaten. Write [CHECK LOCAL RULE] wherever a body or deadline depends on my country.

Tip: Keep a simple timeline as you go: date, who, what was said. It makes the second letter easy to write.

Cancel, Dispute, Confirm

5. Cancel a Subscription or Contract

> Write a short, clear letter to cancel [SUBSCRIPTION OR CONTRACT] with [COMPANY]. It started on [DATE], and I pay [AMOUNT] [HOW OFTEN AND HOW]. I'd like it to end on [DATE, OR "AS SOON AS POSSIBLE"]. Ask them to confirm the end date in writing and that no further payments will be taken. For the notice terms, write [CHECK MY CONTRACT].

Tip: Check your contract for the notice period before you choose the date.

6. Dispute a Bill or Charge

> Write a letter disputing a [BILL / CHARGE] from [COMPANY, E.G. A UTILITY / THE COUNCIL / AN INSURER] dated [DATE] for [AMOUNT]. What I think is wrong: [DESCRIBE]. What I have: [E.G. METER READINGS, PREVIOUS BILLS, A QUOTE]. Ask them to review it, explain how the amount was worked out, and pause any action while they do, if that's allowed in [COUNTRY]. Keep it calm and factual.

Tip: Compare it with your last two bills before you write. A real difference makes your case.

7. Confirm a Phone Call in Writing

> I had a phone call with [COMPANY, AND THE PERSON'S NAME IF I HAVE IT] on [DATE AND TIME]. What we discussed and agreed: [NOTES]. Write a short email or letter confirming it, listing each point agreed, any promised dates or actions, and who is doing what. Ask them to reply if their understanding differs.

Tip: Write it the same day. A short email now is worth more than a perfect memory later.

Renting

8. Report a Repair to Your Landlord

> Write a letter to my [LANDLORD / LETTING AGENT] reporting a repair at [ADDRESS, OR "MY HOME"]. The problem: [DESCRIBE, INCLUDING WHEN IT STARTED]. How it affects me: [DESCRIBE]. What I've done so far: [DATES]. Ask for a repair or an inspection by [DATE] and for a written reply. I'm in [COUNTRY], so write [CHECK LOCAL RULE] wherever a legal duty or deadline may apply.

Tip: Take dated photos and keep a copy. A written report matters if there's a dispute later.

9. Ask for Your Deposit Back

> I moved out of [PROPERTY] on [DATE], and my deposit of [AMOUNT] was [NOT RETURNED / PARTLY WITHHELD] by [LANDLORD OR AGENT]. What they've said: [NOTES]. What I have: [E.G. A CHECK-OUT REPORT, PHOTOS, EMAILS]. Write a clear letter asking for [AMOUNT] to be returned, explaining why any deduction isn't justified, and setting a date for a reply. Don't quote laws or schemes. Write [CHECK LOCAL RULE] wherever a deposit scheme or time limit may apply in [COUNTRY].

Tip: Check whether a deposit scheme applies where you live. It can change who you write to.

10. Give Notice to End a Tenancy

> I want to end my tenancy of [PROPERTY] on [DATE]. It started on [DATE] and is [FIXED-TERM / ROLLING]. Write a short, formal notice letter to [LANDLORD OR AGENT] stating the end date, asking them to confirm they've received it and to confirm the move-out arrangements, and saying I'll leave the property in [CONDITION]. I'm in [COUNTRY], so write [CHECK LOCAL RULE] for the notice period, and I'll check my agreement.

Tip: Check how notice has to be given, and keep proof that you sent it.

Work and References

11. A Resignation Letter

> Write a short, professional resignation letter to [MANAGER'S NAME] from [MY NAME]. My role: [ROLE]. My last working day: [DATE], in line with my notice period of [PERIOD, OR "CHECK MY CONTRACT"]. Thank them for the opportunity in one sentence, offer help with handover, and keep it free of complaints. Keep it under [120] words.

Tip: Keep it short and civil. You may want this person as a reference later.

12. Ask for a Reference

> Write a short, polite message to [PERSON] asking whether they'd be willing to give me a reference. We worked together at [COMPANY] from [DATES], where I [WHAT I DID]. I'm applying for [ROLE OR PURPOSE]. Include two or three things I'd be glad if they could mention, make it easy for them to say no, and offer to send my CV and a short summary.

Tip: Ask before you give their name. It's polite, and it tends to get a better reference.

13. Write a Reference for Someone

> I've been asked to write a reference for [NAME] for [ROLE OR PURPOSE]. I worked with them as [MY ROLE] at [COMPANY] from [DATES]. What I can say truthfully: [MY OWN NOTES, STRENGTHS AND EXAMPLES]. Write a fair, specific reference of under [250] words using only what I've told you. Don't add praise I haven't given, and mark anything I should confirm before sending.

Tip: Use real examples. A reference you can stand behind is the useful kind.

Appeals and Chasing

14. Appeal a Decision

> I want to appeal a decision by [ORGANISATION, E.G. AN INSURER / A SCHOOL / A LOCAL AUTHORITY / A PARKING COMPANY] about [WHAT WAS DECIDED] on [DATE]. Their stated reason: [QUOTE OR SUMMARISE]. Why I think it's wrong: [FACTS AND EVIDENCE]. What I'd like them to do: [OUTCOME]. Write a clear appeal letter that sets out the facts in order, answers their stated reason, lists my evidence and asks for a review. Write [CHECK LOCAL RULE] wherever an appeal deadline or process depends on [COUNTRY].

Tip: Look up the appeal deadline first. Some are short.

15. Follow Up When Nobody Replies

> I wrote to [ORGANISATION OR PERSON] on [DATE] about [TOPIC] and haven't had a reply. Write two follow-ups: a short, polite chase to send now, and a firmer one for a week later that restates what I need, by when, and what I'll do next. Keep each under [100] words and mention my first message by its date.

Tip: Put the date and what you asked for in the first line. It makes the earlier message easy to find.

Where to go next, and more from Dan Rivers:

- If a letter needs softening: Say It Kindly Prompt Pack, by Isla Baird (15 prompts)
- Balanced Ambition
- The One-Year Financial Reset
- CYOS 1: Managing Money (Choose Your Own System)

More from Dan Rivers

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