



A Guide to Effective Letter Writing

Everyone deserves to have their voice heard, especially when it comes to important matters like housing, care, or health. Disability Assist's Advocacy Service, in partnership with The Advocacy People, helps people with physical disabilities to communicate effectively with publicly funded organisations such as social services, councils, and the NHS.

While our advocate provides support and guidance, we also want to empower you to speak up for yourself. Writing letters to convey your situation is often a part of that process and a clear and focused letter can make all the difference in getting the response, support, or change that you are seeking.

We know that contacting certain organisations can feel overwhelming and it is easy to lose track of what to say or to include too much information and miss the main point. This is why we have created this guide to help you plan, structure, and write letters that are easy for the recipient to understand and more likely to get results.

Before You Start

Before you put pen to paper or fingers to keyboard, take some time to think about the following:

- What is the purpose of your communication?
- What outcome are you hoping for?
- What needs to happen for your voice to be heard?

If you are unhappy or frustrated, think about what needs to change or what support you are asking for. Or if you are unsure or confused about something, decide what information or explanation you need to help you understand the situation better.

A good way to summarise this is to work out what the issue is, what is the outcome you want and what information connects those things, i.e. "the bit in the middle".

How to Structure Your Letter

A clear and simple structure will help the recipient to follow your story easily. Try structuring your letter as follows:

1. Background

Explain briefly who you are and why you are writing to them. Give just enough context so the reader understands your situation, e.g. "I am writing about my current care package, which was reviewed on 12th July 2025. Since then, my needs have changed and I would like to request a reassessment."

2. Issue

Describe clearly what has happened or what the problem is. Stick to facts and examples rather than giving opinions, e.g. “My care hours were reduced from 14 to 10 per week. This has made it difficult for me to complete my daily routines safely.”

3. Desired outcome

Say what you are hoping will happen as a result of your letter, e.g. “I would like my care package to be reviewed and help to explore support options available to me.”

4. Contact Details and Preferences

Let them know how and when they can contact you and if you have any preferences in how you are contacted, e.g. “You can reach me on 01234 567890 or by email at example@email.com. I prefer to be contacted in writing.”

Important Reminders

Your letter should ideally be no longer than one to one and a half pages. While it might be tempting to give an entire history of a situation, it is more impactful if you stick to the most important points and not overwhelm the reader with too much detail. You can invite them to contact you if they want a further explanation of something.

Think about the best way to organise what you want to say, for example you could write it in a chronological order that explains events in the order they happened, or in order of importance so that you start with the most important points first. Stick to the facts and avoid including things that do not directly help your case.

Tips for Success

- Be polite and clear, without getting overly emotional.
- Use short paragraphs, simple sentences and bullet points.
- Avoid repeating information.
- Read your letter out loud before sending as it helps spot mistakes or sentences which are unclear.
- If possible, ask someone you trust to read it for clarity.

There are several letter templates available online to help you craft your letter and we have listed links to some examples on our website, including some for topics that Disability Assist does not deal with directly, such as NHS complaints.

A well-structured letter helps others understand your point quickly and respond more effectively. Be focused on your purpose and clear about the outcome you want to give yourself the best chance for your voice to be heard. And please feel free to contact us if you need assistance from our Advocacy Service.