[Sending Organisation]

[Sending address1]

[Sending address2]

[Sending address3]  
[Sending postcode]

*(By email and Registered Post)*[FAO Recipient name]  
[Organisation name]

[Organisation address1]

[Organisation address2]

[Organisation address3]

[Organisation postcode]

[Date sent]

Dear [Recipient name],

**Reference: [dispute description]**

As it has not been possible to resolve this matter amicably, and it is apparent that court action may be necessary, I write in compliance with the Ministry of Justice Practice Direction on Pre-Action Conduct advice.

We have tried to negotiate on this matter in good faith over a protracted period. However, it is clear that you have no intention of [describe issue – for example: “paying for a service that we have provided to you under a binding contract”].

From you I am claiming [describe your claim – for example “the unpaid £1,000.00”] and I list below the documents on which I intend to rely in my claim against you:

* This letter;
* [The invoices] / [The legal agreement]
* Our previous email correspondence on this matter.

**Document Preservation**

As we are considering issuing legal proceedings in which you may be called as a defendant, we are taking steps to preserve any and all documents that may be relevant to these proceedings. As such you must not delete any documents relating to this matter and you must take reasonable steps to preserve any such documents. Failure to comply with these obligations could have serious consequences for any party found in breach of them.

**Summary**

In closing, I would draw your attention to paragraphs 15 and 16 of the Practice Direction which gives the courts the power to impose sanctions on the parties if they fail to comply with the direction, including failing to respond to this letter before claim. I look forward to hearing from you within the next 28 days.

Should I not receive a response to my letter within this time frame, then I anticipate that court action will be commenced with no further reference to you.

Yours sincerely,

[Sender name]