



Writing Centre

Bad News Letter Template

Address Block:

Date
Full name with title
Job title - Company Name
Address

January 1, 2019

Joe Smith
Finance Officer – Goshwatta University
1234 Example Street
Trialville, BC

Salutation:

Dear Title Surname;

Dear Joe Smith,

The first paragraph is called the **buffer**. It is a short paragraph that creates a positive mood. You may try offering a compliment to your reader, expressing thanks for something they have done, declaring a positive emotion such as happiness or excitement, or stating something positive that has happened recently.

In the second paragraph, you explain the **reasons** for the bad news. Do not state the bad news yet. Explain the facts that will **result** in the bad news. For example, if the bad news is that you will be unable to honour a request for a donation, then you would explain the reasons. For example, “We have a limited budget for charitable donations in the financial year, and we have already allotted the maximum amount to your university.”

The third part is the **bad news**. Sometimes this can occur at the end of the second paragraph. Both ways are fine. Summarize the reasons why and then state the bad news simply: “Because of our limited budget, we are unable to make further donations.” You might also offer possible solutions to the problem.

Complimentary Close:

- Kind regards
- Sincerely
- Cordially
- Etc.

The final paragraph is the **closing**. Return to a positive tone here. Express hope for the future, and, if possible, an interest in solving the problem. Try to show that the reader’s satisfaction is important.

Kind regards,

Exemplia Sample
CEO – Example Bank Ltd.

Signature Line:

Your full name
Job title – Company Name