

CLASS OBJECTIVE: To be able to write a letter of reclamation and answer to the same.

Concept A:

Lettre de réclamation c'est écrit quand tu n'es pas satisfaite d'un produit ou d'une prestation (ou un service) que tu as reçu.

Exemple:

Nom Prénom

Adresse complète

N° tél.

Nom de la société

Adresse complète

Fait à (Ville), le (Date).

Lettre recommandée avec accusé de réception

Objet : Demande de remboursement

Madame, Monsieur,

Par la présente, je viens vous adresser ma réclamation concernant (précisez l'objet de votre réclamation).

1. **Introduction**

2. **Background**

3. **Method**

- 1. **Study Design**
- 2. **Participants**
- 3. **Intervention**

4. **Results**

- 1. **Primary Outcome**
- 2. **Secondary Outcome**
- 3. **Subgroup Analysis**

5. **Conclusion**

- 1. **Summary**

6. **Discussion**

7. **Conclusion**

8. **References**

9. **Appendix**

- 1. **Table 1**
- 2. **Table 2**
- 3. **Table 3**

10. **References**

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1. **Introduction**

This document describes the system architecture and components.

2. **System Architecture**

- 1. **System Overview**
- 2. **System Components**
- 3. **System Flow**

3. **System Components**

- 1. **System Overview**
The system is designed to provide a comprehensive solution for managing data and resources. It consists of several key components that work together to ensure efficient operation.
- 2. **System Components**
The system is composed of the following main components:
 - 1. **System Overview**
 - 2. **System Components**
 - 3. **System Flow**
- 3. **System Flow**
The system flow is designed to be intuitive and easy to use, allowing users to navigate through the system with minimal effort.

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2. **Background**

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1. **Study Design**
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4. **Results**

1. **Baseline Characteristics**
2. **Primary Outcome**
3. **Secondary Outcomes**

5. **Conclusion**

1. **Summary**

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7. **Appendix**

8. **Supplementary Materials**

9. **Notes**

1. **Conflict of Interest**
2. **Author Contributions**
3. **Disclaimer**

10. **References**