

Checklist for changing a form, notice, or letter

When changing staff- or public-facing text or a process, record who is affected and how. Consider language, disability and communication access, the effort required of people, the current source for every rule or policy, who will address each barrier, and when the work will be reviewed. Never cite a law, rule, or policy from memory.

Content

1. Impact: who receives this; what they must do; what happens if they cannot; which communities, languages, disabilities, and places are most affected.
2. Language: is it a vital document; which languages; translation with human review scheduled.
3. Access: complete a plain-language review, follow the current accessible-document standard, provide requested formats, and offer help by phone or in person.
4. Burden: deadlines, required documents, and return methods examined; what can be removed or done by the agency.
5. Sources: link to the current rule or policy whenever possible. If you cannot confirm it, say so and ask the person responsible for that policy. Do not cite a law, rule, or policy from memory.
6. Responsibilities and review: who will address each barrier, by when, and the next date the team will review the work.

Next steps

- **Policy, form, or notice change path** — program page </practice/gp-2>
- **Plain language and accessible documents checklist** — program page </library/ja-plain-language>

Practice paths this supports

- Policy, form, or notice change