

Documenting Your Case

- **Keep copies of all documents** relating to your case. This should include the documents themselves, as well as envelopes and notes. Your documents can prove your case in court. Even a small detail can be very important and make a difference in the outcome of your case.
- **Arrange your documents in chronological order** and store them in a large envelope or folder in a safe place.
- **Do not write on your original documents.** Make any comments on separate paper or post-it notes.
- **All correspondence you send to others should be sent by certified mail, return receipt requested.** Make sure you keep a copy of your signed letter, and that it includes the date and your return mailing address. Keep copies of all postal receipts. Sending your correspondence by certified mail helps prove that you sent it, and documents if the other party fails to respond.
- **Keep a phone log** of all telephone calls and messages regarding the matter. Note the date and time of all calls and description of what was said.
- **Save receipts for all expenses** you incur as a result of the problem.