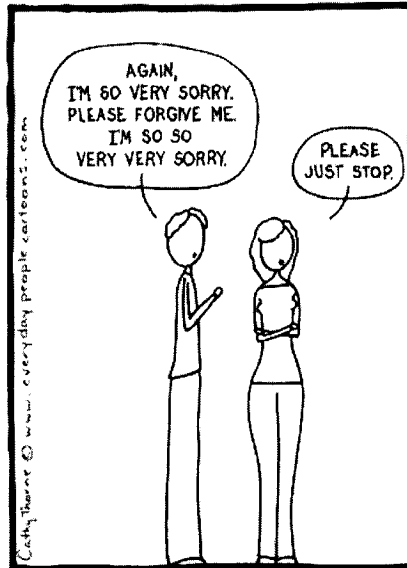


## Apology Guidelines

Apologies are expression of remorse and the willingness to take responsibility for a transgression. They must be sincere if they are to be taken seriously. Apologies are an important way to repair community relationships and restore trust between parties. Apologies should be written (not verbal), and approved before sending to a harmed party.

Apology letters should contain the following elements:

- ✎ What Happened
  - A description detailing the *harm* caused by the offense. This shows that the offender understands the harmful consequences of his or her behavior.
- ✎ My Role
  - An acknowledgement that the offender was *responsible* for the offense. Watch out for expressions that deny, displace, or minimize responsibility.
- ✎ How I Feel
  - An expression of *remorse* or regret in causing harm.
- ✎ What I Won't Do:
  - A statement of commitment to *responsible behavior* and causing no further trouble.
- ✎ What I Will Do
  - A statement of commitment to make *amends* for the harm caused.



THE RELENTLESS APOLOGY:  
WORSE THAN THE ACTUAL OFFENSE.