

# Ronald Reagan Presidential Library

## Digital Library Collections

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**Collection:** Correspondence, Office of: Records, 1981-1989  
**Series:** I: RESPONSE TO PUBLIC FORM LETTERS SIGNED  
BY ANNE V. HIGGINS  
**Folder Title:** YA-82 – Complaint re: Reply Received  
**Box:** 29

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THE WHITE HOUSE  
WASHINGTON

June 24, 1988 (XXXY82)

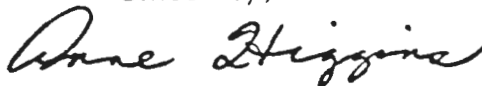
Dear Mr. Ortega:

Thank you for informing us about the reply you received in response to your message to President Reagan. We appreciate hearing from you, and we know you will understand that the volume of mail received here at the White House is so great that occasional mistakes in handling them do sometimes occur. Our policy is to make certain that each letter the President receives from a child is answered.

President Reagan would not want any of the young people who take the time to write to him to be disappointed; therefore, I am enclosing a White House booklet which comes with the President's best wishes. If you wish, however, to resubmit the original correspondence, please send a copy of this letter along with it so that it will be brought to my attention as soon as it comes in.

Again, thank you for your patience and understanding. With the President's best wishes,

Sincerely,



Anne Higgins  
Special Assistant to the President  
and Director of Correspondence

(6/24/88)

Mr. Michael A. Ortega  
Evening Supervisor  
Correspondence Analysis Section  
Room 60  
Old Executive Office Building  
Washington, DC 20500

Enclosure: "The White House"

AVH/CM/CAD/AVH

YA-82

~~AVH Y82~~

(LABEL)

RE: Complaint Re Reply Received

THE WHITE HOUSE  
WASHINGTON

August 29, 1986 (XXXY82)

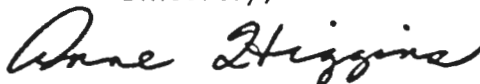
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Sincerely,



Anne Higgins  
Special Assistant to the President  
and Director of Correspondence

(8/29/86)

Mr. Michael Ortega  
Evening Supervisor  
Correspondence Analysis Section  
Room 60  
Old Executive Office Building  
Washington, DC 20500

Enclosure: The President's House

AVH/CGM/CAD/AVH

THE WHITE HOUSE  
WASHINGTON

Anne -

John robes.

*John*

*Complaint -  
No Response  
w/ Reply Received*

THE WHITE HOUSE  
WASHINGTON

*Label  
AUM/CGM/COO/PH*

August 28, 1986

AVHY82

Thank you for informing us about the reply you received in response to your message to President Reagan. We appreciate hearing from you, and we know you will understand that the volume of mail received here at the White House is so great that occasional mistakes in handling them do sometimes occur. Our policy is to make certain that each letter the President receives from a child is answered.

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