

Letter of Claim Regarding Offensive Staff Communication

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Company's Name]

[Company's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally address a concerning encounter I had with a member of your staff on [date of incident]. During this interaction, I experienced communication that I found to be offensive and unprofessional.

Details of the incident include: [briefly describe the incident, including what was said and the context]. This type of behavior is unacceptable and does not reflect the values I expect from your organization.

I would appreciate it if you could look into this matter and provide me with feedback on how you intend to address this issue. Ensuring a respectful environment is crucial for maintaining customer satisfaction and trust.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]