

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Bank's Name]

[Bank's Address]

[City, State, Zip Code]

Subject: Formal Grievance Against [Staff Member's Name]

Dear [Manager's Name],

I am writing to formally lodge a grievance against [Staff Member's Name], who works at [Branch Name] of [Bank's Name]. This complaint stems from an incident that occurred on [specific date], during which I experienced unacceptable behavior that I believe reflects poorly on your institution.

On the aforementioned date, I [describe the incident in detail, including actions taken and the impact it had on you]. The treatment I received was [describe feelings and reactions, e.g., disrespectful, unprofessional], which is not what I would expect from a staff member of [Bank's Name].

I have always valued the services provided by your bank and have held your staff in high regard until this unfortunate incident. I hope that appropriate measures will be taken to address my complaint effectively.

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

Sincerely,

[Your Name]