

Official Complaint Regarding Employee Conduct

Date: [Insert Date]

To: [Bank Manager's Name]

Bank Name: [Bank Name]

Branch Address: [Branch Address]

Dear [Bank Manager's Name],

I am writing to formally complain about the conduct of one of your employees, [Employee's Name], who works at your [specific branch]. On [date of incident], I visited the branch to [briefly explain the purpose of your visit].

During my interaction, I found [Employee's Name]'s behavior to be [describe the inappropriate conduct, e.g., unprofessional, rude, dismissive]. Specifically, [provide detailed accounts of the incident or behavior]. This experience was not only disappointing but also caused me [mention any specific impact, e.g., stress, inconvenience].

I have been a customer of [Bank Name] for [duration] and have always valued the services provided. However, this incident has caused me to reconsider my relationship with your institution. I believe that all customers deserve to be treated with respect and professionalism.

I kindly request that you take this matter seriously and investigate the situation. I would appreciate a response outlining the actions that will be taken regarding this complaint.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email]

[Your Phone Number]