

[Your Name]
[Your Address]
[Your Phone Number]
[Your Email]

[Date]

[Manager's Name]
[Branch Name]
[Company/Bank Name]
[Branch Address]

Subject: Formal Complaint Regarding Branch Accessibility and Customer Accommodation

Dear [Manager's Name],

I am writing to formally bring to your attention an accessibility issue I encountered during my visit to your branch located at [Branch Address] on [Date].

Specifically, I encountered the following barriers:

- [Description of physical barrier, e.g., broken ramp, heavy doors, lack of elevators]
- [Description of service barrier, e.g., lack of accessible counters, lack of sign language support]

As a result of these barriers, I was unable to [describe the specific task you could not complete, e.g., access the teller window, enter the building independently]. This experience was [describe impact, e.g., frustrating and inconvenient].

Under accessibility laws and guidelines, all customers should have equal access to your facilities and services. I am requesting that you review the accessibility of this branch and take the necessary steps to rectify these issues to ensure a welcoming environment for all patrons.

I would appreciate a response by [Date] outlining the actions your branch intends to take to resolve these concerns and improve accommodations for customers with disabilities.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Signature]

[Your Printed Name]