

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

[Date]

[Recipient Name or Department Name, e.g., Head of Customer Relations]
[Company/Organization Name]
[Corporate Headquarters Address]

RE: FORMAL ESCALATED GRIEVANCE - Unprofessional Conduct and Lack of Resolution

Dear [Recipient Name],

I am writing to formally escalate a grievance regarding unprofessional conduct I experienced at your [Branch Name/Location] and the subsequent failure to resolve this matter at the local level.

On [Date of Incident], I visited the [Branch Name] location. During this visit, I was subjected to unprofessional behavior by [Staff Member Name, if known]. Specifically, [briefly describe the unprofessional conduct, e.g., rude language, dismissive attitude, or inappropriate behavior].

I initially attempted to resolve this matter by speaking with the Branch Manager, [Manager Name], on [Date]. However, the issue remains unresolved because [explain why the local resolution failed, e.g., the manager was dismissive, no follow-up occurred, or the proposed solution was inadequate].

This conduct is a violation of the professional standards I expect from [Company Name]. As a result of this experience, I am requesting the following actions:

- A formal investigation into the conduct of the staff involved.
- A written explanation regarding the steps taken to ensure this does not happen again.
- [Optional: Specify any other desired outcome, e.g., an apology or specific correction of an account issue].

I have attached [list any supporting documents, such as receipts, previous correspondence, or witness names] for your review. I look forward to a prompt response regarding how you intend to rectify this situation.

Sincerely,

[Your Signature]

[Your Printed Name]
[Account or Reference Number, if applicable]