

[Your Name]
[Your Address]
[Your Phone Number]
[Your Account Number]

[Date]

To the Branch Manager / Customer Relations Department
[Bank Name]
[Bank Address]

Subject: Formal Grievance Regarding Hostile Behavior by Staff Member

Dear Sir/Madam,

I am writing to formally lodge a complaint regarding the unprofessional and hostile treatment I received from a member of your customer service team on [Date] at approximately [Time].

The incident occurred [at the branch / over the phone]. I was interacting with a staff member identified as [Staff Name or Description]. During our conversation regarding [briefly state the reason for the visit/call], the staff member exhibited behavior that was aggressive and disrespectful. Specifically, they [describe the behavior: e.g., shouted, used insulting language, or refused to listen].

As a long-standing customer of [Bank Name], I expect to be treated with basic courtesy and professionalism. The conduct I experienced was completely unacceptable and fell far below the standard of service your institution claims to provide. This interaction has left me feeling [distressed/dissatisfied] with your bank's commitment to customer care.

I request that you investigate this matter and take the necessary disciplinary actions to ensure such behavior is not repeated. I would also appreciate a written response outlining how this grievance has been addressed.

Thank you for your prompt attention to this serious matter.

Sincerely,

[Your Signature]

[Your Printed Name]