

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

[Date]

[Name of Manager/Compliance Officer]  
[Name of Lending Institution]  
[Institution Address]

**RE: Formal Grievance Regarding Unprofessional and Aggressive Sales Tactics**

Dear [Manager Name],

I am writing to formally lodge a complaint regarding the conduct of one of your loan officers, [Loan Officer Name], whom I have been dealing with in relation to [Loan Application Number or Type of Loan].

The purpose of this letter is to bring to your attention a series of unprofessional and aggressive sales tactics used during our interactions on [Date(s)]. Specifically, I am concerned about the following behavior:

- [Description of aggressive behavior, e.g., persistent unwanted calls, pressure to sign documents immediately]
- [Description of unprofessional language or tone used]
- [Description of any threats or misleading statements made regarding loan approval]

This conduct has made me feel pressured and uncomfortable. Such tactics are not in alignment with the professional standards I expect from [Name of Lending Institution]. This experience has significantly impacted my confidence in proceeding with your services.

I request that you investigate this matter and take appropriate corrective action. I would also like to request that [Option: I be assigned a different loan officer / all future communication be conducted via email only].

Please acknowledge receipt of this grievance and inform me of the steps being taken to resolve this issue by [Date].

Sincerely,

[Your Signature]

[Your Printed Name]