

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

[Date]

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

Subject: Formal Grievance Regarding Disrespectful Behavior by Staff Member

Dear [Manager's Name],

I am writing to formally lodge a complaint regarding the unprofessional and disrespectful language used by one of your tellers during my visit to the [Branch Name] branch on [Date] at approximately [Time].

While I was at the counter to [describe your transaction, e.g., deposit a check], the teller, identified as [Teller Name or Description], spoke to me in a manner that was [describe the behavior, e.g., condescending, rude, or insulting]. Specifically, the teller said: "[Insert the specific words used if possible]."

As a customer of [Bank Name], I expect to be treated with basic courtesy and professional respect. The language used was entirely uncalled for and made me feel very uncomfortable and undervalued as a client.

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

Thank you for your prompt attention to this serious matter.

Sincerely,

[Your Signature]

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