

[Your Full Name]
[Your Account Number / Identification Number]
[Your Phone Number]
[Your Email Address]

[Date]

[Name of Branch Manager or Grievance Officer]
[Department Name]
[Organization/Company Name]
[Branch Address]
[City, State, Zip Code]

RE: FORMAL GRIEVANCE - CHRONIC UNRESPONSIVENESS OF BRANCH REPRESENTATIVES

Dear [Name of Manager or Grievance Officer],

I am writing to formally lodge a grievance regarding the consistent lack of communication and unresponsiveness I have experienced from the representatives at the [Branch Name] location.

Despite my numerous attempts to resolve [specific matter or issue], I have encountered a chronic failure to return phone calls, reply to emails, or provide necessary updates. Specifically, I have reached out on the following dates without receiving a satisfactory response:

- [Date of first attempt] via [Method: Phone/Email] to [Name of Representative, if known]
- [Date of second attempt] via [Method: Phone/Email] to [Name of Representative, if known]
- [Date of third attempt] via [Method: Phone/Email] to [Name of Representative, if known]

This lack of communication has caused [mention consequences, e.g., delays in processing, financial loss, or unnecessary stress]. As a client/customer, I expect a basic level of professional courtesy and timely assistance, both of which have been absent in this matter.

I request that you investigate this lapse in service and provide me with a definitive update on [the specific matter] by [Date]. Furthermore, I would like to be assigned a reliable point of contact who will ensure that my future inquiries are addressed promptly.

I look forward to your immediate attention to this grievance and a swift resolution to the underlying issue.

Sincerely,

[Your Signature]
[Your Printed Name]