

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

[Date]

[Name of Manager or Customer Service Department]  
[Company Name]  
[Company Address]

**Subject: Formal Grievance Regarding Biased Treatment**

Dear [Name of Contact Person or Department],

I am writing to formally lodge a complaint regarding the service I received at [Location/Branch] on [Date] at approximately [Time]. I believe I was subjected to unfair and biased treatment by [Staff Name, if known, or physical description].

During my visit, the following incident occurred: [Describe the specific details of what happened, including how other customers were treated compared to you].

I felt that the service provided was discriminatory and lacked the professionalism expected from [Company Name]. The actions of your staff made me feel [unequal/disrespected/targeted] for reasons unrelated to my conduct as a customer.

I value your company's products/services, but I find this level of treatment unacceptable. I am requesting that you investigate this matter and provide an explanation as to why this occurred. I would also like to know what steps you will take to ensure that such bias does not happen again, including staff training or disciplinary actions.

I look forward to your prompt response regarding this matter. Please contact me at [Phone Number/Email] to discuss how this will be resolved.

Sincerely,

[Your Signature]

[Your Printed Name]