

head>

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

[Date]

[Name of Department Manager or Bereavement Lead]
[Financial Institution Name]
[Company Address]

**Subject: Formal Complaint Regarding Staff Conduct - Account of [Deceased's Name]
(Account No: [Account Number])**

Dear [Manager's Name or Title],

I am writing to formally escalate a complaint regarding the unprofessional conduct I experienced from your staff while attempting to settle the estate of [Deceased's Name].

On [Date] at approximately [Time], I spoke with [Staff Member Name, if known] via [phone/in person at the X branch]. During this interaction, I encountered the following issues:

- [Description of specific behavior, e.g., lack of empathy, rudeness, or obstructive attitude]
- [Description of any incorrect information provided]
- [Description of how the conduct delayed the settlement process]

Dealing with the death of a loved one is a difficult time, and I expected a higher level of sensitivity and professionalism from [Institution Name]. The conduct displayed was not only unhelpful but added unnecessary distress to an already challenging process.

To resolve this matter, I request that you:

1. Investigate the conduct of the staff member(s) involved.
2. Assign a dedicated or senior representative to handle the remainder of this settlement to ensure no further issues.
3. Provide a written explanation of the steps being taken to rectify this situation.

I look forward to your prompt response within [number of days, e.g., 5-10] business days. I have attached copies of [mention any relevant documents, like previous correspondence or death certificates] for your reference.

Yours sincerely,

[Your Signature]

[Your Printed Name]