

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

[Name of Contact Person/Department]
[Company/Bank Name]
[Company Address]

Subject: Formal Grievance - Mishandling of Account for Deceased Customer [Name of Deceased]

Dear [Name of Contact Person or Department],

I am writing to lodge a formal complaint regarding the handling of the account belonging to [Name of Deceased], Account Number: [Account Number], who passed away on [Date of Death]. I am writing in my capacity as the [Executor/Administrator/Next of Kin] of the estate.

I am dissatisfied with the service provided for the following reasons:

- [Detail specific issue, e.g., delay in freezing the account]
- [Detail specific issue, e.g., unauthorized transactions occurring after notification of death]
- [Detail specific issue, e.g., loss of legal documentation submitted]
- [Detail specific issue, e.g., rude or insensitive communication from staff]

Despite providing the necessary documentation, including the [Death Certificate/Letters of Administration/Grant of Probate] on [Date Submitted], the matter remains unresolved. This mishandling has caused significant distress and [financial loss/administrative delays] during an already difficult time.

To resolve this matter, I request that you:

1. [Action requested, e.g., immediately close the account and release funds]
2. [Action requested, e.g., provide a full statement of account from the date of death]
3. [Action requested, e.g., waive any fees incurred due to your errors]

I expect a formal response acknowledging this grievance within [Number of Days, e.g., 5] business days and a full resolution within [Number of Days, e.g., 14] business days. Failure to resolve this matter may result in a formal complaint to the [Name of Relevant Regulatory Body/Ombudsman].

Thank you for your prompt attention to this sensitive matter.

Sincerely,

[Your Signature]
[Your Printed Name]