

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

[Name of Contact Person or Department]
[Name of Organization/Bank]
[Address of Organization]

RE: Formal Grievance regarding Account Number: [Account Number] in the name of [Deceased Person's Name]

Dear [Name of Contact Person or Department],

I am writing to lodge a formal grievance regarding the inaccurate information provided to me concerning the account of the late [Deceased Person's Name], for which I am the [Executor/Administrator/Next of Kin].

On [Date], I spoke with [Name of Representative, if known] who informed me that [Describe the misinformation provided, e.g., the account balance was X, a specific document was not required, or the account was closed].

Based on this information, I took the following actions: [List actions taken, e.g., made payments, delayed legal filings, etc.]. However, I have since been informed that the previous information was incorrect because [Explain the correction or the impact of the error].

This misinformation has caused significant [stress/financial loss/delay] during an already difficult time. I believe this failure in communication constitutes a breach of your duty of care and internal procedures regarding deceased estates.

To resolve this matter, I request that you:

- Provide a written explanation of how this error occurred.
- Correct the account records immediately.
- [Optional: Request compensation or waiver of fees resulting from the error].
- Outline the steps you will take to ensure this does not happen again.

I have attached copies of [List any supporting documents, such as previous correspondence or death certificate] for your reference.

I look forward to receiving a formal response within [Number, e.g., 10] business days. If I do not receive a satisfactory resolution, I will be forced to escalate this matter to the [Name of Ombudsman or Regulatory Body].

Yours sincerely,

[Your Signature]

[Your Printed Name]