

[Your Name/Department]  
[Your Company Name]  
[Date]

To,  
[Manager's Name/The Branch Manager]  
[Bank Name]  
[Branch Address]

**Subject: Formal Grievance Regarding Dishonored Cheque due to Staff Negligence**

Dear [Manager's Name],

I am writing to lodge a formal complaint regarding the wrongful dishonor of our cheque (Cheque No: [Number]) dated [Date] for the amount of [Amount], drawn on our account [Account Number].

Despite having sufficient funds in our account at the time of presentation, the cheque was returned unpaid with the reason [Reason given by bank]. Upon internal review, it appears this error was caused by negligence on the part of your staff, specifically [mention specific error, e.g., failure to update signature records / data entry error / delayed processing].

This incident has caused significant professional embarrassment and has damaged our corporate reputation with our vendor/client, [Payee Name]. Furthermore, we have incurred [mention any late fees or penalties].

We request that you:

- Investigate this matter immediately.
- Provide a formal letter of apology addressed to our company and the payee to rectify our credit standing.
- Reverse any wrongful debit or return charges applied to our account.
- Confirm the steps taken to ensure such negligence does not recur.

We expect a written response and resolution to this matter within [Number] business days.

Yours sincerely,

[Signature]  
[Your Printed Name]  
[Your Job Title]  
[Contact Number]