

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

[Date]

[Name of Recipient/Grievance Officer]
[Title/Customer Relations Department]
[Bank or Company Name]
[Head Office Address]

**Subject: Formal Second Grievance - Unsatisfactory Resolution of Complaint Reference:
[Reference Number]**

Dear [Name of Recipient],

I am writing to formally express my dissatisfaction with the response I received regarding my initial complaint filed on [Date of First Complaint] concerning the customer service at the [Branch Name] branch.

My original grievance involved: [Briefly restate the original issue, e.g., poor staff behavior, long waiting times, or misinformation].

I received a response from your office on [Date of Response], which I find unsatisfactory for the following reasons:

- [Reason 1: e.g., The response did not address the core issue.]
- [Reason 2: e.g., The proposed solution does not compensate for the loss or inconvenience caused.]
- [Reason 3: e.g., Certain facts presented in your response are inaccurate.]

Because the initial resolution failed to rectify the situation, I am escalating this matter to the next level of management. I am seeking the following outcome to resolve this matter: [State specifically what you want, e.g., a formal apology, a specific correction to your account, or a meeting with the branch manager].

I have attached copies of my previous correspondence and the response I received for your reference. I trust that this matter will now be handled with the seriousness it deserves.

I look forward to receiving a definitive response within [Number of Days, e.g., 10] working days. Should this remain unresolved, I will be forced to escalate this matter to the [Relevant Ombudsman or Regulatory Body].

Yours sincerely,

[Your Signature]

[Your Printed Name]