
(Date of Letter)

(Name of Company)

(Attn: Personnel Director)

(Street Address)

(City, State and Zip Code)

RE: Personnel Dispute

Dear Personnel Director:

Recently, while shopping at your store (or with your company), I encountered an employee by the name of _____ (name of clerk or other personnel). This individual was discourteous and failed to treat a customer appropriately. The particular activity which generated this serious problem may be best described as:

(particular activity by clerk or employee that created the problem). Not only was the employee's behavior rude and disrespectful, such behavior established a bad name for your company and leads one to believe that it would be unwise to continue to do business with your firm.

Is there a particular policy that your company has for the discipline of the activities described above? If there is such a policy, I would appreciate your providing me with an explanation of that policy and indicating what type of disciplinary action, if any, has been taken against the employee for the behavior described above. Under the circumstances, it would seem appropriate that, in addition to any policy which may be implemented, either an apology from the clerk and/or the company would be most appropriate. After this encounter, I am very concerned about your company's policies regarding employee behavior relative to the consumer. Kindly advise me of your intentions.

Very truly yours,

(Signature)

(Address)

(City, State and Zip Code)

(Phone Number)

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This is not a substitute for legal advice. An attorney must be consulted.