

Sample Complaint Letter for Rude Bank Staff Interaction

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

Customer Service Manager

[Bank Name]
[Branch Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Rude Interaction with Bank Staff

Dear Sir/Madam,

I am writing to formally express my dissatisfaction with the service I received from one of your bank staff members at the [Branch Name or Location] on [Date of Incident]. I have been a loyal customer of [Bank Name] for [number] years, and I was very disappointed by the unprofessional and disrespectful behavior I encountered during my recent visit.

Specifically, when I approached [Staff Member's Name, if known] at the [counter/service desk/office], I was treated in a manner that I found both rude and dismissive. The staff member [describe the incident â€“ e.g., spoke curtly, refused to answer my questions, interrupted me, and made derogatory remarks]. This interaction not only embarrassed me but also left me feeling undervalued as a customer.

I believe that all customers deserve to be treated with courtesy and respect. Such behavior damages the trust and satisfaction of your customers, and it reflects poorly on the reputation of [Bank Name].

I kindly request that you investigate this matter and take appropriate action to address this issue. I hope this complaint will be taken seriously and the necessary steps will be implemented to improve staff conduct and ensure that all customers experience a welcoming environment in the future.

Thank you for your attention to this matter. I look forward to your prompt response detailing the steps you will take regarding my complaint.

Sincerely,
[Your Name]