[Your Name]

[Company Name]

[email]

[Date]

[Recipient Name]

[Company Name]

[Title]

Dear [Recipient Name]:

We are documenting this out of serious concern and want you to take immediate action as you receive it. You might be aware of the organization strict policies. The company bears no delinquency from any of its employees. As you have been appointed to customer service center and you know duties of this role you willingly choose.

It has been eleven months since you have joined our company and in this whole period, we have received more than a dozen complaints from different customers against you. They say that your behavior and way of guiding them to solve their issues is nearly unbearable. Majority of times you are harsh to the customers and close their tickets before resolving their issue. Similarly, a couple of them asked to send the technical staff to visit their home but you were heedless all way.

This is not a matter unknown or new to a person who is applying for a service providing job. So this is the last chance you have to rectify your follies and perform your core duties with the true nature. Otherwise, you may find a role that may suit your attitude best.

Sincerely,

[Your Name]

[Title]