Date

To

Recipient Name

Street Address, City, ST ZIP Code

Hello [Prospect name],

The management has received several complaints about issues regarding your behavior with clients. Let me remind you that the company does not allow any unpleasant attitude with its valuable customers regardless of the circumstances. This matter is, therefore, of serious concern.

Our behavior with our clients determines the company's reputation as well as popularity. A single disgruntled client may result in a significant loss of business for us. Moreover, in order to beat the competition in the market, we must focus wholeheartedly on winning over our clients. However, your disregard for this important policy has raised serious concerns regarding your services. You are accordingly required to attend a disciplinary meeting on Monday, 24th April at 10 am in Conference Hall 2.

Attending the meeting is mandatory. Please be punctual.

Regards,  
Your name