

To,

[Mention the designation of the sender]

[Mention the full name of the mall]

[Mention the address of the mall]

Dear [mention the relevant salutation],

This letter is to inform you regarding the bad treatment by your [mention the designation of the person], with me while I was making a product.

This is not what I was expecting from an employee of such a big and reputed mall. I am utterly shocked that people with this kind of behavior are actually employed by your mall, who do not even have the sense of how one should behave with another person.

The person abused and harassed me in front of the entire public and did not even have a shred of dignity within [mention the relevant gender pronoun].

I am deeply hurt by this kind of behavior and would definitely consider never visiting your mall again if stringent actions are not taken against this person further, I would file a police complaint against your mall for mentally harassing and abusing a person.

I have been a very loyal customer of the mall and purchased most of the things from your mall, and this is how you behave with one of your regular customers.

Further, I am also sending you the video taken by me of the altercation with the said employee, and I hope that this piece of evidence would serve as genuine proof of my allegations and would show you that I am not lying.

[Mention full name of the mall] mall is one of the best malls in the city, and this is not the kind of behavior that is to be expected there. So I hope that immediate action will be taken considering my complaint, and I will be updated with the steps taken against the [mention the designation of the person].

Thanking you

Kind regards,

[Mention full name of the sender]

[Mention contact of the sender]