Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

To:  
Name of the recipient  
Address of the recipient,

From:  
Name of the manager,  
Company’s name:  
Contact details

**Subject: Warning for not answering calls**

Dear Mr. (mention the name of the employee),

I have received many complaints from our customers that the company is unable to resolve their issues and answer their queries. I came to know that you have been not attending phone calls of customers and clients. Due to this, the company has lost many sales.

Please consider this letter as a formal warning being issued to you on not answering phone calls of clients and buyers and causing them inconvenience. Note that, the company is under no obligation to tolerate the utter negligence of the employee. Therefore, you are being notified that repetitive negligence like this will not be acceptable.

In case you want to know anything else about this matter, contact my assistant Miss Sara.

Yours sincerely,

Signatures of the sender

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_