**[Company Letterhead]**

**Date:** [Insert Date]

**To:** [Employee's Full Name]

**Designation:** [Employee’s Job Title]  
**Department:** [Department Name]

**Subject: First Warning Letter for Negligence of Duty**

Dear [Employee's Name],

This is in response to a complaint received from our client, XYZ, regarding unanswered emails sent over the past 2 weeks. As our Customer Care Representative, you will be expected to provide prompt responses to our clients. However, your negligence has hurt the company’s reputation.

This is a serious matter, as you failed to fulfill your work duties. As a result, we are issuing a first warning to you against your negligence. We expect you to efficiently fulfil all your responsibilities associated with your role as the company’s Customer Care Representative. Future negligence may lead to disciplinary action.

Looking forward to immediate rectification.

Sincerely,

**[Manager's Name]**  
[Job Title]  
[Company Name]

**🔁 Attachments/CC:**

* Copy to HR File
* CC: Human Resources Department