

**Date:** [Insert Date]

**To:** [Employee Name]

**Position:** [Employee Job Title]

**From:** [Manager Name]

**Subject:** Formal Warning for Aggressive Behavior Toward a Client

Dear [Employee Name],

This letter serves as a formal warning regarding your conduct on [Date of Incident]. It has been reported and confirmed that you displayed aggressive behavior toward a client, [Client Name/Company Name].

The specific details of the incident are as follows:

[Insert brief, factual description of the behavior, e.g., raised voice, use of profanity, or threatening gestures].

This behavior is a violation of our company's Code of Conduct and our policy regarding Professionalism and Client Relations. We expect all employees to maintain a respectful and calm demeanor, even in challenging situations. Aggressive conduct is unacceptable and damages the reputation of [Company Name].

Effective immediately, you are required to adhere to the following expectations:

- Maintain a professional tone and attitude in all client interactions.
- Follow the internal conflict resolution process if a client interaction becomes difficult.
- [Optional: Attend a mandatory de-escalation or communication workshop].

Failure to improve your conduct or any further instances of aggressive behavior will lead to additional disciplinary action, up to and including termination of employment.

A copy of this warning will be placed in your permanent personnel file. Please sign below to acknowledge that you have received and understood this letter.

Regards,

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[Manager Signature]

**Employee Acknowledgment:**

I acknowledge that I have received this warning and have discussed it with my manager.

\_\_\_\_\_  
[Employee Signature]

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