

**Date:** [Insert Date]

**To:** [Employee Name]

**Position:** [Employee Job Title]

**From:** [Manager Name/HR Department]

**Subject: Formal Written Warning - Failure to Respond to Direct Client Communications**

Dear [Employee Name],

This letter serves as a formal written warning regarding your professional conduct, specifically concerning the consistent failure to respond to direct communications from our clients. Prompt communication is a core requirement of your role and is vital to maintaining our business relationships.

**Incident Description:**

It has come to our attention that on [Date/Date Range], you failed to acknowledge or respond to inquiries from [Client Name/Project Name]. Specifically, the following instances were noted: [Insert brief details of missed emails, calls, or tickets].

**Previous Discussions:**

This issue was previously discussed with you on [Date of Verbal Warning/Previous Meeting]. Despite these discussions, there has not been a satisfactory improvement in your responsiveness.

**Expectations:**

Effective immediately, you are required to:

- Acknowledge all direct client emails within [Number] business hours.
- Provide status updates to clients as per the agreed-upon project schedule.
- Ensure your out-of-office notification is active when you are unavailable.

**Consequences:**

Failure to improve your communication and adhere to company standards may result in further disciplinary action, up to and including termination of employment.

Please sign below to acknowledge that you have received this letter and understand the expectations set forth.

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[Employee Signature]

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[Date]

Sincerely,

[Manager Name]  
[Title]