# Sample letter: warning letter following threatening or abusive correspondence (or following a verbal warning)

For use when you have received threatening or abusive correspondence. You can also tailor it or use it in situations where your organisation has already given a verbal warning and you want to confirm it in writing.

Dear [person’s name]

I am writing about your recent [emails/letters] to [me/my colleague] on [insert date].

In your [emails/letters] you said [insert factual details of precisely what the person said]. [I/my colleague] find this language [and the tone of your email/letter] [unhelpful/unacceptable].

I understand that you are [upset/distressed/feel let down by us]. We want to do our best to help you with your complaint and get you the answers you’re looking for. We cannot do that if your [language/tone] continues and you do not show us the same courtesy and respect we will show you.

If you would like us to [consider/continue considering] your complaint, you should write to us again using appropriate language. We will not take further action on your complaint until we receive that [letter/email].

I hope you are happy to agree to this action and we can move forward together to help you get the answers you want. If you are not willing to agree to this, you can write to [insert contact details of senior leader/manager responsible for reviewing such decisions] to ask for a review of the decision and explain why you think the proposed action is unfair.

Yours sincerely