{today}

**Strictly Private & Confidential**

Dear {agentName},

**LATENESS LETTER OF CONCERN**

After due consideration, we write to you with concerns about your punctuality when attending booked shifts at Teamsearch.

We have some concerns regarding the levels of your lateness as recorded below. As per our policy on attendance, sickness and lateness you have reached the threshold of 3 late arrivals in a 30 day rolling period.

|  |  |  |  |
| --- | --- | --- | --- |
| **Date of Lateness** | **Stage of day** | **Minutes late** | **Cumulative Instances Late** |
| {#details}{inputDate} | {dayPart} | {minutesLate} | {rollingDays}{/details} |

Having fully considered this matter I now wish to issue you this letter of concern. As you are aware, lateness has a knock on effect on the business, and can effect the resourcing, dial rates, and targets for the entire call centre.

We do now need to see a marked improvement in your attendance as a further lateness in the next 30 days will see the company disciplinary procedure being followed.

Yours sincerely

{tlName}