Agora

Dhanmondi, Bangladesh

MEMO

**To: All division officers**

**Cc/ Pc: Chairman, Governing Body**

**From: Manager**

**Date: 24 February 2014**

**Re: discussing a complaint about from a customer**

A customer complained against one of our colleagues (Tom Jones) that he harassed her when she came to the store to buy some products. I think such complaint will hamper our reputation and fall on our business.

I think, we need to take this issue very seriously and take some measures/steps regarding this. We can also arrange a training on “Customer Care” for our customer managers/employees. We can also call on a meeting to discuss matters. Please contact me on XXXXXX if you have any suggestions.

**Encl.** The written complaint of the victim.