

[Your Name]  
[Street Address]  
[City, ST ZIP Code]  
March 6, 2014

[Recipient Name]  
[Title]  
[Company Name]  
[Street Address]  
[City, ST ZIP Code]

Dear [Recipient Name]:

I appreciate your letter concerning Alex Hankin and his attitude toward the teachers on your staff.

Alex is a new representative and was probably not aware that he was causing difficulty in your school. I have talked with him at some length, and he thoroughly understands that when he visits a school he must get the principal's permission to visit teachers. Also, I'm making note of this matter to be discussed again at our next sales conference on October 16.

Thank you for writing. According to his schedule, Alex's next visit to your high school is in early September. If the situation you describe occurs again, I would like very much to hear from you.

Sincerely,

[Your Name]  
[Title]

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