**LETTER TEMPLATE   
APPEAL LETTER**

November 7, 20XX

Dear Mr. Smith,

**[Explain the situation]** My name is Jane Murphy. I have been an employee with ABC Company for over 10 years. Recently, I was moved, without warning, from the Customer Service Department to the Billing Department.

**[State why it is wrong/unjust]** This came as a shock to me. My cubicle is lined with awards and accolades for my ability to provide outstanding customer support. Copies of those certificates have been attached. Not only is this where I excel, it’s where I’m happiest. Without doubt, that is a major reason for my professional success.

**[State why it is wrong/unjust]** Moving me to the Billing Department is doing your company a major disservice. My strength in the Customer Service Department sets your company up to shine and receive favorable customer reviews. I’ve also attached a copy of the wave of positive reviews your company has received as a result of my efforts. Finally, my experience in billing is limited to customer refunds. I’ve never been formally trained, nor do I wish to be.

**[Briefly outline what you hope the new outcome will be.]** It is my sincere desire that you will allow me to return to my position as Customer Service Representative. If employee satisfaction is of concern to you, I know you will consider this. Likewise, a continued flow of favorable customer reviews is sure to come your way with such a determination.

Thank you for your attention in this matter. You may reach me at 222-555-5555 or jane@email.com. I look forward to your speedy response.

Respectfully yours,

**(Signature, if hard copy)**