

# Follow-up on Your Recent Complaint

Dear [Customer's Name],

Thank you for bringing your concerns to our attention. We understand the impact of your experience and appreciate the opportunity to address it further.

We have escalated your complaint regarding [brief description of the complaint] to our management team. We are committed to resolving this issue promptly and will keep you updated on our progress.

Should you have any further questions or additional information you wish to share, please do not hesitate to reach out to me directly at [Your Phone Number] or [Your Email Address].

Thank you for your patience as we work to resolve this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Phone Number]

[Company Email Address]