

# Refund Delay Grievance Response

Dear [Customer's Name],

Thank you for reaching out regarding your recent refund request dated [Date of Request]. We sincerely apologize for the delay you have experienced in processing your refund.

We understand how important this matter is to you and assure you that we are actively working to resolve the issue. Due to [reason for delay, e.g., high volume of requests, system maintenance], your refund has taken longer than expected.

We appreciate your patience during this time and are committed to ensuring that your refund is processed as soon as possible. We expect to have the issue resolved by [expected date].

If you have any further questions or require assistance, please do not hesitate to contact us at [Contact Information].

Thank you for your understanding.

Sincerely,

[Your Name]  
[Your Position]  
[Company Name]  
[Contact Information]