

# Complaint Resolution Summary

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Order Number: [Insert Order Number]

## Issue Summary

This summary addresses the complaint regarding the shipping delays experienced with your recent order.

## Details of the Complaint

On [Insert Complaint Date], you reported that your order, placed on [Insert Order Date], was not delivered on the expected date. The initial estimated delivery time was [Insert Estimated Delivery Time].

## Resolution Steps Taken

1. Contacted the shipping carrier for an update on delivery status.
2. Investigated the reason for the delay, which was due to [Insert Reason for Delay].
3. Issued an apology and provided a compensation offer of [Insert Compensation if Applicable].
4. Updated the delivery estimate to [Insert New Estimated Delivery Date].

## Follow-Up Actions

We will monitor the delivery and ensure that your order reaches you by the new estimated date. Additionally, our customer service team is available for any further inquiries.

## Conclusion

Thank you for your understanding and patience regarding this matter. We value your business and are committed to providing you with the best service possible.

Sincerely,

[Your Name]

[Your Position]

[Company Name]