

Grievance Acknowledgment

Date: [Insert Date]

To: [Recipient's Name]

From: [Your Company/Your Name]

Subject: Acknowledgment of Your Grievance

Dear [Recipient's Name],

We are writing to acknowledge the receipt of your grievance regarding the service fault you experienced on [insert date of service]. We sincerely apologize for any inconvenience this may have caused you.

Your complaint is of utmost importance to us, and we are currently investigating the matter. We appreciate your patience as we work to resolve this issue and will keep you updated on our progress.

If you have any further questions or require assistance in the meantime, please do not hesitate to contact us at [insert contact information].

Thank you for bringing this matter to our attention.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]