

# Letter of Understanding

Date: [Insert Date]

To: [Recipient's Name]

[Recipient's Address]

Subject: Understanding of Service Complaint

Dear [Recipient's Name],

We acknowledge receipt of your complaint regarding [insert details of the service complaint]. We take your concerns seriously and are committed to addressing them accordingly.

To summarize our understanding:

- Issue: [insert issue]
- Date of incident: [insert date]
- Actions taken: [insert any actions already taken]

We appreciate your feedback and will ensure that this matter is investigated thoroughly. Please allow us some time to resolve this issue. We will get back to you by [insert timeframe].

Thank you for bringing this to our attention. If you have further questions, please feel free to contact us at [insert contact information].

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]