

Complaint Acknowledgment

Date: [Insert Date]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent complaint about [briefly describe the issue]. We want to assure you that your concerns are important to us and have been received.

Our team is currently reviewing your case and we aim to provide you with a resolution as soon as possible. We appreciate your patience during this process.

In the meantime, if you have any additional information that may assist us, please do not hesitate to send it to us at [insert email or phone number].

You can expect a further update from us by [insert date/time frame]. Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]