

# Customer Complaint Validation and Escalation Notice

Date: [Insert Date]

To: [Customer's Name]

[Customer's Address]

Dear [Customer's Name],

We acknowledge the receipt of your complaint regarding [brief description of the complaint]. We take such matters seriously and are committed to ensuring your concerns are addressed appropriately.

Upon our initial review, we have validated your complaint and understand the inconvenience this has caused you. We value your feedback and want to ensure that this issue is resolved promptly.

As part of our escalation process, your complaint has been forwarded to our [specific department/team name] for further investigation. They will review all relevant details and will aim to resolve your issue within [insert timeframe].

We appreciate your patience during this process. Should you have any further questions or require additional assistance, 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]

[Company Name]

[Company Contact Information]