

# Service Concern Acknowledgment

Date: [Insert Date]

To: [Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

Thank you for reaching out to us regarding the performance issues you have experienced with our service. We acknowledge receipt of your concerns and appreciate you bringing this matter to our attention.

We take such feedback very seriously and are currently investigating the situation to ensure a resolution is provided promptly. Our goal is to deliver the highest quality of service, and we are committed to addressing any lapses that may have occurred.

Please be assured that we will keep you updated on the progress of our investigation and any steps being taken. Your satisfaction is paramount to us, and we want to restore your confidence in our services.

If you have any further questions or concerns, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and patience in this matter.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Company Address]

[City, State, Zip Code]