

Customer Grievance Response Letter

Date: [Insert Date]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience. We sincerely apologize for any inconvenience this may have caused you.

We take customer feedback seriously and are committed to resolving any issues promptly. After reviewing your complaint, we understand that [briefly summarize the grievance].

To address your concern, we would like to offer [explain the resolution or compensation]. We hope that this solution meets your expectations. Please let us know if there is anything else we can assist you with.

Once again, we appreciate your feedback and loyalty to our brand. Your satisfaction is important to us.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]