

Grievance Redressal Procedure

Date: [Insert Date]

To,

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Grievance Redressal Procedure

Dear [Customer Name],

We acknowledge the receipt of your grievance dated [Insert Date] regarding [brief description of grievance]. We take all customer complaints seriously and commit to resolving them promptly.

Grievance Redressal Procedure:

1. Upon receipt of your grievance, our customer service team will review your concern.
2. You will receive an acknowledgment of your complaint within [X] working days.
3. Our team will investigate the matter and aim to provide a resolution within [Y] working days.
4. You will be notified of the outcome via email or phone call.
5. If you are not satisfied with the resolution, you may escalate the issue to [higher authority/contact details].

We are committed to providing our customers with the highest level of service and will do our best to resolve your concerns.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]