Client Grievance Handling Letter

Date: [Insert Date]

[Client's Name]

[Client's Address]

[City, State, Zip Code]

Dear [Client's Name],

We hope this message finds you well. We are writing to acknowledge the grievance you submitted on [Insert Date of Grievance]. We take our clients' concerns very seriously and are committed to resolving your issue promptly.

After reviewing the details you've provided, we understand that [Briefly describe the grievance]. We appreciate your patience as we investigate this matter further.

Our investigation is currently ongoing, and we aim to conclude it by [Insert Expected Resolution Date]. You will receive another communication from us shortly with an update on our findings and next steps.

If you have any further information or questions in the meantime, please do not hesitate to reach out to us at [Insert Contact Information]. We value your feedback and are dedicated to serving you better.

Thank you for your understanding and for bringing this matter to our attention.

Sincerely,

[Your Name]

[Your Position]

[Your Company's Name]

[Your Company's Contact Information]