

Dear [Customer Name],

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

Your feedback is important to us, and we are currently looking into your complaint regarding [briefly describe the issue]. We strive to ensure that our customers receive the highest quality of service, and your input helps us improve.

As a resolution, we would like to offer you [state any compensation or resolution, if applicable]. We hope this will meet your expectations and reaffirm our commitment to providing exceptional service.

If you have any further questions or concerns, please do not hesitate to contact us at [contact information]. We appreciate your understanding and patience as we work to resolve this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]