

Client Escalation Acknowledgement

Dear [Client's Name],

Thank you for reaching out to us regarding your recent experience. We genuinely value your feedback and want to assure you that your concerns are being taken seriously.

We acknowledge your dissatisfaction with [specific issue]. Our team is currently reviewing your case to understand the situation better and to identify how we can address your concerns promptly.

Your experience is important to us, and we are committed to finding a resolution. We will get back to you within [time frame] with an update on our findings and actions.

If you have any immediate questions or additional information you wish to provide, please do not hesitate to contact us directly at [contact information].

Thank you for your patience and understanding.

Sincerely,

[Your Name]
[Your Position]
[Company Name]
[Contact Information]