

Customer Feedback Resolution Letter

Date: [Insert Date]

Dear [Customer's Name],

Thank you for taking the time to provide us with your valuable feedback regarding your recent experience at [Franchise Location Name]. We strive to ensure that every customer is satisfied, and we regret to hear that your experience did not meet your expectations.

We have carefully reviewed your feedback about [specific issue raised], and we appreciate you bringing this matter to our attention. Please be assured that we take your concerns seriously and are committed to resolving them. Our team has been informed, and we are taking the necessary steps to ensure this does not happen again.

As a gesture of our appreciation for your feedback, we would like to offer you [compensation or resolution offer, e.g., a discount, complimentary item, etc.]. We hope this will help to regain your trust in us.

We value your patronage and hope that you will continue to give us the opportunity to serve you better in the future. If you have any further concerns or suggestions, please do not hesitate to reach out to me directly at [Your Contact Information].

Thank you once again for your feedback.

Sincerely,

[Your Name]

[Your Position]

[Franchise Name]

[Contact Information]