

Franchisee Complaint Resolution Procedure

Date: [Insert Date]

To: [Franchisee Name]

Franchise Location: [Franchise Location]

Subject: Complaint Resolution Procedure

Dear [Franchisee Name],

We value your partnership and take your concerns seriously. Please follow the steps outlined below for resolving any complaints you may have:

Step 1: Initial Complaint Submission

Please submit your complaint in writing to [Contact Person] at [Contact Email] or [Contact Address]. Ensure to include detailed information regarding the nature of your complaint.

Step 2: Acknowledgment

Upon receiving your complaint, we will acknowledge receipt within [X] business days and provide you with a reference number for tracking.

Step 3: Investigation

Our team will investigate the issue and may reach out for further information. This process typically takes [X] business days.

Step 4: Resolution

Once the investigation is completed, we will notify you of our findings and proposed resolution. This will be communicated to you within [X] business days following the investigation.

Step 5: Escalation

If you are not satisfied with the resolution, you may escalate the issue to [Escalation Contact/Department] by emailing [Escalation Email].

We appreciate your cooperation and look forward to resolving this matter efficiently.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Company Contact Information]