

Franchisee Issue Management Framework

Date: [Insert Date]

To: [Franchisee Name]

From: [Your Name]

Subject: Issue Management Framework

Dear [Franchisee Name],

We are committed to supporting our franchisees and ensuring that any issues or concerns are addressed in a timely and effective manner. This letter outlines the framework through which we can manage issues that arise within our franchise system.

1. Issue Identification

Franchisees are encouraged to report any concerns promptly through our designated channels. This ensures that issues are recognized early and documented properly.

2. Reporting Process

Franchisees should submit a detailed report, including the nature of the issue, relevant dates, and any supporting documentation to [Contact Information].

3. Assessment and Acknowledgment

Upon receiving the report, our team will assess the situation and acknowledge receipt of the issue within [Insert Time Frame].

4. Resolution Plan

A tailored resolution plan will be developed in collaboration with the franchisee, with clear timelines and responsibilities assigned.

5. Follow-Up

We will ensure regular follow-ups to assess the effectiveness of the resolution and make adjustments if needed.

Thank you for your cooperation and commitment to our franchise network. Should you have any questions regarding this process, please do not hesitate to contact us.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]