

Franchise Complaint Resolution Procedures

Date: [Insert Date]

To: [Franchise Owner/Manager Name]

Franchise Location: [Address]

Dear [Franchise Owner/Manager Name],

We are writing to formally address a concern regarding [briefly describe the issue, e.g., service quality, product availability]. This matter was initially discussed on [insert date of initial discussion], but we believe further action is required.

Complaint Details

- **Franchisee Name:** [Your Name]
- **Franchisee Contact Information:** [Your Contact Info]
- **Date of Occurrence:** [Date]
- **Description of the Complaint:** [Detailed Description]

Resolution Steps

We suggest the following steps to resolve this matter:

1. [Step 1: Detail any initial steps taken]
2. [Step 2: Suggest corrective measures]
3. [Step 3: Set a timeline for resolution]

We believe that addressing this complaint promptly will help maintain the integrity of the franchise and improve our ongoing relationship. Please reply by [insert due date for response] to confirm receipt of this letter and outline the steps you plan to take.

Thank you for your immediate attention to this matter.

Sincerely,

[Your Name]

[Your Title/Position]

[Your Franchise Name]