

# Franchise Customer Support Policies

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]

[Date]

Dear [Franchisee Name],

We are pleased to provide you with our customer support policies, which are designed to ensure a consistent and high-quality experience for all our customers across the franchise network.

## 1. Customer Inquiry Response

All customer inquiries should be acknowledged within [X] hours and resolved within [X] days to ensure satisfaction.

## 2. Support Channels

Customers can reach support through the following channels:

- Email: support@[yourcompany].com
- Phone: [Your Support Phone Number]
- Online Chat: Available on our website [Your Website URL]

## 3. Feedback and Complaints

We encourage customers to provide feedback and file complaints through our [Feedback Form/Email Address]. All complaints will be addressed within [X] business days.

## 4. Training and Resources

Franchisees will have access to ongoing training and resources related to customer support. This includes regular webinars and a comprehensive support manual.

## 5. Monitoring and Reporting

We will conduct quarterly reviews of customer service metrics, and franchisees are required to submit a report on customer interactions.

Thank you for your commitment to providing exceptional customer support. Your diligence plays a vital role in the success of our franchise.

Sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]