

# Guest Complaint Response

Dear [Guest's Name],

Thank you for reaching out to us regarding your recent experience at [Hotel/Establishment Name]. We sincerely apologize for the behavior of our staff during your stay.

We value your feedback and take your concerns very seriously. We are committed to providing all our guests with a pleasant and respectful environment. Please rest assured that we will address this matter with the staff involved to ensure it does not happen again.

Your feedback is essential for us to improve our services, and we appreciate you bringing this to our attention. As a gesture of goodwill, we would like to offer you [mention any compensation or resolution, if applicable].

Thank you for your understanding, and we hope to have the opportunity to serve you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Hotel/Establishment Name]

[Contact Information]