

# Bank Service Complaint Resolution Acknowledgment

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent complaint about our services. We appreciate your feedback and value your insights.

This letter is to acknowledge that we have received your complaint submitted on [Date of Complaint] and are currently in the process of investigating the matter. Your reference number is [Reference Number].

We aim to resolve your issue promptly and will contact you with an update by [Date of Follow-up]. In the meantime, if you have any questions or additional information to provide, please do not hesitate to reach out to us at [Contact Information].

Thank you for your patience as we work to resolve your concern.

Sincerely,

[Your Name]  
[Your Position]  
[Bank's Name]  
[Contact Information]