

Date: [Insert Date]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with our service. We appreciate your feedback and would like to confirm that we have addressed your complaint.

After investigating your concerns, we have taken the following steps to resolve the issue:

- [Description of the action taken to resolve the complaint]
- [Any compensation or adjustment offered, if applicable]

We value your input as it helps us improve our service. Should you have any further questions or require additional assistance, please do not hesitate to reach out to us.

Thank you for your understanding and patience.

Best regards,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]