

# Customer Grievance Response Letter

Date: [Insert Date]

To,

[Customer's Name]

[Customer's Address]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with our product/service. We sincerely apologize for any inconvenience you have faced.

We value your feedback and take your concerns seriously. We are currently investigating the issue you reported about [briefly describe the issue]. Our team is committed to resolving this matter as quickly as possible.

Please rest assured that we will keep you updated on the progress of your grievance, and we aim to resolve it to your satisfaction. Should you have any more questions or require further assistance, feel free to contact us at [contact information].

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]