

# 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 this has caused you.

We take customer feedback seriously and are committed to resolving your concerns. We have reviewed your complaint and understand the issue you encountered. To address this, we have [outline the steps taken to resolve the issue].

As a gesture of goodwill, we would like to offer you [mention any compensation or resolution offered]. We appreciate your patience in this matter and hope this solution meets your satisfaction.

If you have any further questions or require additional assistance, please do not hesitate to contact us at [contact information].

Thank you for being a valued customer.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]