

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with [Product/Service]. We sincerely apologize for any inconvenience this may have caused.

We have received your complaint and are currently reviewing the details you provided. We appreciate your patience as we work to resolve this issue. Your satisfaction is important to us, and we are committed to finding a solution promptly.

If you have any additional information or concerns, please feel free to reach out to us at [Contact Information]. We value your feedback and are here to assist you.

Thank you for giving us the opportunity to address your concerns. We will be in touch shortly with an update.

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