

Dear [Patient's Name],

We would like to take a moment to express our sincere gratitude for your recent feedback regarding your experience at [Clinic/Hospital Name]. Your insights are invaluable to us as they help us identify areas for improvement and enhance the quality of care we provide.

We appreciate you bringing [specific complaint] to our attention. Please be assured that we take your concerns seriously and are actively working to address them. Our goal is to ensure that all of our patients receive the highest standard of care.

Thank you once again for your valuable feedback. If you have any further comments or suggestions, we welcome you to share them with us.

Sincerely,

[Your Name]

[Your Position]

[Clinic/Hospital Name]

[Contact Information]