

# Response to Mold Remediation Complaint

Date: [Insert Date]

[Your Name]

[Your Title]

[Your Company Name]

[Your Address]

[City, State, Zip Code]

Email: [Your Email]

Phone: [Your Phone Number]

[Recipient Name]

[Recipient Address]

[City, State, Zip Code]

Dear [Recipient Name],

Thank you for reaching out to us regarding your concerns about the mold remediation conducted at your property located at [Property Address]. We take such matters seriously and appreciate your feedback.

Your complaint dated [Complaint Date] was received and has been reviewed thoroughly. We understand the distress that mold can cause and are committed to ensuring that our remediation practices comply with the highest standards of safety and effectiveness.

As per our investigation, we have identified the following points:

- [Point 1]
- [Point 2]
- [Point 3]

We are dedicated to resolving this issue to your satisfaction. Here are the next steps we plan to take:

1. [Action 1]
2. [Action 2]
3. [Action 3]

Please feel free to reach out if you have any additional questions or require further clarification. Your satisfaction is important to us, and we look forward to resolving this matter promptly.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]