

Customer Grievance Addressing Letter

Date: [Insert Date]

Customer Name: [Customer's Name]

Address: [Customer's Address]

Email: [Customer's Email]

Phone Number: [Customer's Phone Number]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with [Product/Service]. We sincerely apologize for the inconvenience you have faced.

We have reviewed your complaint about [briefly mention the grievance], and we understand how frustrating this situation must be for you.

To resolve this issue, we propose [briefly explain the solution or compensation]. We hope this will meet your expectations and help restore your trust in our company.

Your satisfaction is very important to us. If you have any further questions or concerns, please do not hesitate to contact us at [Contact Information].

Thank you for your understanding and patience in this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]