

# Reseller Complaint Resolution Framework

Date: [Insert Date]

To: [Reseller Name]

From: [Your Company Name]

Subject: Resolution of Your Complaint

Dear [Reseller Name],

We appreciate your continued partnership with [Your Company Name]. We understand that you have raised a concern regarding [brief description of the complaint]. We take such matters seriously and are committed to resolving them promptly.

## Complaint Summary

[Insert detailed summary of the complaint including dates, products/services involved, and any other relevant details]

## Resolution Steps Taken

To address your complaint, we have taken the following steps:

- [Step 1]
- [Step 2]
- [Step 3]

## Next Steps

We propose the following actions to ensure that this issue is resolved satisfactorily:

- [Action 1]
- [Action 2]
- [Action 3]

Please let us know if this resolution is acceptable or if you would like to discuss this matter further. Your feedback is valuable to us.

Thank you for your understanding and cooperation.

Sincerely,

[Your Name]  
[Your Position]  
[Your Company Name]  
[Contact Information]