

# Retail Problem Resolution Plan

Date: [Insert Date]

[Your Name]

[Your Position]

[Company Name]

[Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

To: [Recipient's Name]

[Recipient's Position]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

We recently received feedback regarding a problem encountered during your shopping experience with us. We take all customer concerns seriously and are committed to resolving this issue promptly. Below is our proposed resolution plan:

## Problem Summary

[Briefly describe the problem encountered by the customer.]

## Proposed Resolution Steps

1. [Step 1: Describe the first step in the resolution process.]
2. [Step 2: Describe the second step in the resolution process.]
3. [Step 3: Describe any additional steps as necessary.]

## **Timeline**

[Provide a timeline for when the customer can expect resolution.]

## **Contact Information**

If you have any questions or need further assistance, please do not hesitate to contact me directly at [Your Phone Number] or [Your Email Address].

Thank you for your understanding and patience as we work to resolve this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]