

# Complaint Acknowledgment

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

Email: [Insert Customer Email]

Dear [Customer Name],

Thank you for reaching out to us regarding your recent experience at [Retail Store Name]. We appreciate your feedback and want to assure you that your concerns are important to us.

This letter serves as an acknowledgment of your complaint regarding [briefly describe the issue]. We are currently investigating the matter and will strive to resolve it promptly.

You can expect a follow-up from us within [insert time frame] to discuss the next steps. Should you have any further questions in the meantime, please do not hesitate to contact us at [insert contact details].

Thank you for your understanding and patience as we address your concerns.

Sincerely,

[Your Name]

[Your Position]

[Retail Store Name]

[Retail Store Contact Information]